

Privacy Policy Havoc VR

Last updated: 19.03.26

1. Who We Are

Havoc VR operates a virtual reality entertainment venue in the United Kingdom, offering experiences including team-building events, group bookings, and corporate activities.

We are the **data controller** responsible for your personal data under the UK GDPR.

Contact details:

Email: info@havocvr.co.uk

2. What Data We Collect

We may collect and process the following personal data:

a) Contact & Enquiry Data

- Name
- Email address
- Phone number
- Company name (if applicable)
- Details of your enquiry (e.g. team-building requirements)

b) Marketing & Lead Data

When you submit your details via Meta (Facebook/Instagram) lead forms, we may collect:

- Your submitted contact details
- Any preferences or answers you provide in the form

c) Website Data

- IP address
- Browser type and device information
- Website usage data (via cookies)

3. How We Collect Your Data

We collect data in the following ways:

- When you complete a contact form on our website

- When you submit a lead form via **Meta Platforms** (Facebook/Instagram ads)
- When you contact us by email, phone, or social media
- Automatically via cookies and analytics tools

4. How We Use Your Data

We use your personal data to:

- Respond to enquiries (including team-building bookings)
- Provide quotes and booking information
- Manage and deliver our services
- Communicate with you regarding your enquiry
- Improve our website and marketing performance
- Send marketing communications (only where lawful)

5. Legal Basis for Processing

Under UK GDPR, we rely on the following lawful bases:

- **Legitimate interests** – to respond to enquiries and grow our business
- **Consent** – where you opt in to marketing communications
- **Contract** – where processing is necessary to provide services you request

6. Meta (Facebook & Instagram)

When you submit your information through Meta lead forms:

- Your data is collected by Meta and shared with us
- Meta may also use your data in accordance with its own privacy policy
- We use this data only to respond to your enquiry and provide relevant services

We recommend reviewing Meta's privacy policy here:

<https://www.facebook.com/privacy/policy>

7. Sharing Your Data

We do **not sell your personal data**.

We may share your data with:

- Service providers (e.g. email, CRM, booking systems)
- Marketing platforms (e.g. Meta, Google)
- Legal or regulatory authorities if required

All third parties are required to respect your data and comply with data protection laws.

8. Data Retention

We retain your personal data only as long as necessary:

- Enquiry data: typically up to 12–24 months
- Marketing data: until you withdraw consent

9. Your Data Protection Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion (“right to be forgotten”)
- Restrict processing
- Object to processing
- Data portability

To exercise your rights, contact: info@havocvr.co.uk

You also have the right to complain to the **Information Commissioner's Office (ICO)**.

10. Cookies

Our website may use cookies to:

- Analyse website traffic
- Improve user experience
- Support marketing campaigns

You can manage cookies via your browser settings.

11. Data Security

We implement appropriate technical and organisational measures to protect your data, including:

- Secure storage systems
- Access controls
- Encrypted services where applicable

12. International Transfers

Some of our service providers (e.g. Meta) may process data outside the UK.

Where this occurs, we ensure appropriate safeguards are in place, such as:

- UK adequacy regulations
- Standard Contractual Clauses

13. Changes to This Policy

We may update this policy from time to time. The latest version will always be available on our website.