

100%Klub Privacy Notice

TranSpiritDelights Ltd trading as
100%Klub / Bar Plus



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Effective date: October 2026

100%Klub respects your privacy and is committed to protecting the personal information entrusted to us by our customers, staff, performers, suppliers, visitors and members of the public.

This Privacy Notice explains what information we may collect, why we use it, how we protect it, when it may be shared and the rights you have over your personal information.

1. Who we are

100%Klub is operated by TranSpiritDelights Ltd.

For data-protection purposes, TranSpiritDelights Ltd is responsible for deciding how and why your personal information is processed.

2. Information we may collect

Depending on how you interact with 100%Klub, we may collect:

- your name;
- email address;
- telephone number;
- booking and event information;
- payment and transaction information;

- correspondence with us;
- information contained in enquiries or complaints;
- information provided when applying for employment or work;
- performer and supplier information;
- photographs and video recordings;
- CCTV footage;
- information relating to venue incidents, security or safeguarding concerns; and
- technical information associated with use of our website or online services.

We aim to collect only information that is reasonably necessary for the purpose for which it is being used.

3. How we use your information

We may use personal information to:

- process bookings and payments;
 - provide services to customers;
 - communicate with you about bookings, events or enquiries;
 - organise entertainment and performers;
 - manage staff and workers;
 - pay performers and suppliers;
 - operate and administer the business;
 - maintain venue security;
 - operate CCTV;
 - investigate incidents and complaints;
 - protect customers, staff and visitors;
 - deal with safeguarding concerns;
 - prevent and detect crime or fraud;
 - comply with legal and regulatory obligations;
 - maintain financial, tax and accounting records;
 - protect our legal rights and interests; and
 - send marketing communications where legally permitted.
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4. Our lawful bases for processing

UK data-protection law requires us to have a lawful basis for using personal information.

Depending on the circumstances, we may rely upon:

Contract

Where we need your information to provide a service, process a booking, make a payment or fulfil an agreement.

Legal obligation

Where we are required to process information to comply with the law, including taxation, accounting, employment, licensing or regulatory requirements.

Legitimate interests

Where processing is necessary for legitimate business purposes, such as venue security, fraud prevention, administration, protecting our property, dealing with complaints, safeguarding customers and staff, or establishing or defending legal claims.

Where we rely upon legitimate interests, we consider the impact on individuals and their rights.

Consent

Where consent is the appropriate legal basis, we will ask for your consent and explain what it is being used for. Where applicable, you can withdraw your consent.

5. Marketing

We may contact you about future events, offers and services where permitted by law.

You can unsubscribe from marketing communications at any time.

Unsubscribing from marketing will not affect necessary communications relating to bookings, payments, enquiries or other services you have requested.

6. Payments

We accept payments through authorised payment providers and venue card-payment systems.

Payment providers may process your payment information on our behalf or independently, depending on the service provided.

We do not intentionally retain complete payment-card numbers, PINs or card security codes.

Staff are not permitted to record or copy customers' complete card details.

7. Photography, filming and CCTV

As a live music and entertainment venue, photography and filming may take place during events.

We may use appropriate photographs or recordings for legitimate promotional and business purposes.

The venue may also operate CCTV for security, crime prevention, safeguarding, incident investigation and the protection of customers, staff and property.

CCTV footage is not routinely made available to members of the public or published on social media.

8. Safeguarding and security information

We may need to process information relating to incidents, security or safeguarding where this is necessary to protect customers, staff, performers or visitors.

Some safeguarding information may be particularly sensitive, including information concerning alleged or suspected criminal behaviour.

Such information will be handled carefully, confidentially and only where there is an appropriate lawful basis.

Where appropriate, serious concerns may be referred to the police, safeguarding authorities or another competent organisation.

We will distinguish between information that has been established, information reported to us and information that remains unverified. An allegation will not automatically be treated as an established fact.

9. Who we may share information with

Where necessary and lawful, we may share personal information with:

- payment providers;
- booking and ticketing providers;
- website and IT service providers;
- accountants and payroll providers;
- insurers;
- professional or legal advisers;
- HMRC and other regulatory authorities;
- police and emergency services;
- safeguarding authorities; and
- other competent authorities where legally appropriate.

We will only share information where there is a legitimate reason to do so and will seek to limit the information shared to what is reasonably necessary.

We do not sell customers' personal information.

10. How long we keep information

We retain personal information only for as long as there is a legitimate reason to do so.

The period will depend upon the type of information and why it was collected.

Some records must be retained for legal, accounting, taxation, employment, insurance or regulatory purposes.

Information relating to incidents, safeguarding, security or legal claims may need to be retained for longer where reasonably necessary.

When information is no longer required, we will securely delete, destroy or anonymise it where appropriate.

11. Keeping your information secure

We use appropriate technical and organisational measures to protect personal information from:

- unauthorised access;
- accidental loss;
- theft;
- misuse;
- alteration; and
- unauthorised disclosure.

Access to sensitive information is restricted to people who have a legitimate need to access it.

Staff and contractors are expected to maintain confidentiality and comply with our data-protection procedures.

12. Your rights

Depending on the circumstances, you may have the right to:

- ask what personal information we hold about you;
- request a copy of your information;
- ask us to correct inaccurate information;
- request deletion of information where there is no lawful reason for us to retain it;

- ask us to restrict how we use your information;
- object to certain types of processing;
- request transfer of certain information to another organisation; and
- withdraw consent where we rely on consent.

These rights are subject to certain legal exceptions and do not apply in every circumstance.

For example, we may need to retain information where we have a legal obligation to do so or where it is necessary to establish, exercise or defend a legal claim.

13. Making a data-protection request

If you would like to exercise your rights or ask how we have used your personal information, please contact venue management.

We may need to verify your identity before releasing personal information.

We will deal with requests within the applicable legal timeframe.

14. Complaints

If you have concerns about the way we have handled your personal information, we encourage you to contact us first so that we can investigate the matter.

You also have the right to complain directly to the Information Commissioner's Office (ICO), the UK's independent data-protection regulator.

15. Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes to our business, technology, legal requirements or data-processing activities.

The latest version will be published on our website.

Our commitment to you

We recognise that privacy is an important part of running a responsible venue.

Whether you are visiting 100%Klub as a customer, performing on our stage, working with us, supplying our business or simply contacting us, we will seek to treat your personal

information responsibly, securely and respectfully.

100%Klub – protecting your privacy while creating a safe, welcoming and inclusive environment.