

# UK User Experience research — Recording Consent & Privacy Notice

**Who we are.** This experience is run by ClassBento Limited, 17 Queens Lane Newcastle NE1 1RN. For any privacy queries, contact us at [classbento.co.uk/contact](https://classbento.co.uk/contact).

**What we collect.** A video and audio recording of the session, which will include your image and voice.

**Why, and our lawful basis.** We record the session so our internal team can review it to understand and improve the class experience. Our lawful basis is your consent, which you gave at checkout.

**Who can see it.** Only ClassBento staff. We do not share the recording with any third party, do not use it for marketing or advertising, and do not publish it. If we ever wanted to use it for a different purpose, we would ask you for fresh consent first.

**How long we keep it.** We keep the recording for 2 years and then securely delete it.

**Where it is stored.** Recordings are stored securely and access is limited to the team members who need it.

**Your rights.** Under UK GDPR you can ask us to access or delete your personal data, and you can withdraw your consent at any time — including during the session — by contacting us at [classbento.co.uk/contact](https://classbento.co.uk/contact). Withdrawing consent is as easy as giving it and will not affect anything you have already booked. If you withdraw, we will stop recording you and delete any recording of you.

**Complaints.** If you are unhappy with how we have handled your data you can contact us at [CS email], and you have the right to complain to the Information Commissioner's Office (ICO), [ico.org.uk](https://ico.org.uk).