

Privacy Notice

Stage Timer • Version 1.0.0 • Effective 24 April 2026

1. Who we are

This notice is issued by Whiteley Events Ltd (“**we**”, “**us**”), a company registered in England and Wales under company number 08229242, with its registered office at Decibel House, 32 Thyme Avenue, Whiteley, PO15 7NA. We are the data controller for the personal data described below.

Contact: hello@whiteleyevents.co.uk. Website: <https://whiteleyevents.co.uk>.

2. Scope

This notice explains how we handle personal data in connection with the Stage Timer desktop application (the “**Software**”), including licence activation and related services. It supplements our website privacy notice.

3. What we collect

When you activate a licence we collect and process the following personal data:

- **Licensee name** — the name supplied at purchase or activation.
- **Licensee email address** — supplied at purchase or activation and used for licence delivery and support.
- **Machine identifier** — a fingerprint derived from hardware and operating system attributes of the activated computer, used to bind a licence to one machine.
- **Licence metadata** — licence key, product name, version, activation and last-seen timestamps.

The Software does **not** collect the contents of timers, cues, chat messages or any show content. No IP addresses are logged by the licensing service beyond the transient handling required to deliver the request. We do not collect crash logs or telemetry unless you choose to send them to us when reporting a problem.

4. Why we process it and our lawful basis

We process the personal data listed above to:

- issue, validate, renew and, where necessary, revoke licences (lawful basis: **performance of a contract** with you, UK GDPR Art. 6(1)(b));
- prevent licence key sharing and other abuse, and secure our systems (lawful basis: **legitimate interests**, UK GDPR Art. 6(1)(f) — protecting our business against fraud and unauthorised use);
- respond to support enquiries and send service communications about the Software (lawful basis: performance of a contract, or legitimate interests in supporting our customers);
- comply with legal or regulatory obligations (lawful basis: **legal obligation**, UK GDPR Art. 6(1)(c)).

5. Who we share it with

We do not sell personal data. We share it only with:

- our hosting and email providers, acting as processors on our instructions;
- professional advisers (for example legal or accounting) where strictly necessary;
- competent authorities where we are legally required to do so.

6. International transfers

Where personal data is transferred outside the UK, we rely on appropriate safeguards such as the UK International Data Transfer Agreement or the UK Addendum to the EU Standard Contractual Clauses.

7. Retention

We keep licence and activation data for the duration of the licence and for a period of up to seven (7) years after the last interaction, to meet tax, accounting and legal retention requirements and to support re-activation requests. Support correspondence is typically retained for up to three (3) years.

8. Your rights

Under UK GDPR you have the right to: access your personal data; have it corrected or erased; restrict or object to processing; data portability; and, where processing is based on consent, to withdraw that consent at any time.

To exercise these rights, contact us at hello@whiteleyevents.co.uk. We will respond within one (1) month.

You also have the right to lodge a complaint with the UK Information Commissioner's Office (ico.org.uk) if you are unhappy with how we handle your personal data. We would appreciate the chance to put things right first.

9. Security

We use HTTPS for all licensing and update traffic and apply technical and organisational measures appropriate to the risk, including access controls, logging and regular review of our processors.

10. Changes

We may update this notice from time to time. The effective date at the top of the document indicates when it was last changed. Material changes will be communicated through the Software or via <https://whiteleyevents.co.uk>.

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