



# Privacy Policy

## House Two Club Limited Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

### Contact details

Email  
hello@housetwo.club

### What information we collect, use, and why

We collect or use the following information to manage waitlist enquiries, invitations, membership interest and event-related communications:

- Names and contact details
- Date of birth
- Social media handles and profile links, including Instagram handles and LinkedIn profile URLs.

We collect or use the following information for marketing purposes, where you have agreed to receive these communications:

Names and contact details

We collect or use the following information for research or archiving purposes:

- Names and contact details

### Founding Membership applications, payments and subscriptions

Founding Membership applications, payments, subscriptions and hat fulfilment

If you apply for House Two Founding Membership, we may collect and use additional information to process your application, manage your reservation fee, set up and administer your membership, process payments, handle refunds or cancellations, fulfil any complimentary House Two hat offer, and communicate with you about your application, membership or delivery.

This may include:

- Your name and contact details;
- Your age or date of birth;
- Your postal or delivery address;
- Your delivery or collection preference and any delivery instructions you provide;
- Application details and membership status;
- Hat allocation, collection, dispatch, tracking and delivery records;
- Payment status, transaction records, refund records and billing history;
- Stripe customer ID, payment ID, subscription ID and related payment references;
- Limited card information made available by Stripe, such as card brand, expiry date and the last four digits;
- Fillout submission identifiers and related form records;
- Records of your acceptance of our Founding Membership Terms and Privacy Policy, including the applicable version and the date and time of acceptance.

We use postal addresses and delivery-related information only where reasonably necessary to arrange delivery, manage collection, investigate missing or returned parcels, deal with delivery queries, and keep appropriate fulfilment records.

We do not collect or store your full card number or CVV. When you make a payment, your payment details are submitted directly to Stripe. House Two may receive limited payment information from Stripe, such as payment status, transaction records, Stripe customer or subscription IDs, card brand, expiry date and the last four digits of your card.

Our lawful bases for collecting or using this information are:

Contract — we use this information to take steps at your request before entering into a membership contract, process your application, manage your reservation fee, arrange delivery or collection of your House Two hat, set up your membership if accepted, process payments, provide membership services and manage cancellations or refunds.

Legal obligation — we may need to retain certain payment, invoice, tax, accounting or business records to comply with our legal obligations.

Legitimate interests — we may use limited information where necessary to manage our records, fulfil and track deliveries, investigate missing or returned parcels, prevent fraud, resolve payment or delivery issues, respond to disputes and protect the proper operation of House Two.

Consent — where we ask for your consent for optional purposes, such as marketing communications, you may withdraw that consent at any time.

### Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to manage waitlist enquiries, invitations, membership interest and event-related communications are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for service updates or marketing purposes are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for research or archiving purposes are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

### Your data protection rights

Under UK data protection law, you have rights over your personal information. These include the right to ask us for copies of your personal information, ask us to correct inaccurate information, ask us to delete your information, ask us to restrict how we use it, ask us to transfer it to you or another organisation, and object to how it is used where applicable.

Where we rely on your consent, you also have the right to withdraw your consent at any time.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us at hello@housetwo.club.

### Where we get personal information from

- Directly from you

### How long we keep information

We usually keep waitlist, enquiry and event-related information for up to 24 months after you submit it, unless you become a member, attend an event, continue engaging with us, or ask us to delete it sooner. After that, we will either delete it or anonymise it.

Delivery addresses, delivery instructions and hat fulfilment records will normally be retained until the hat has been delivered or collected and for up to 12 months afterwards so that we can manage delivery queries, returned or missing parcels, complaints and disputes. We will then delete or anonymise the delivery address unless we need to retain it for longer because of an ongoing dispute, legal obligation or membership-related purpose.

Payment, subscription, refund, invoice and accounting records may be retained for longer where required for tax, accounting, legal, dispute-resolution or fraud-prevention purposes.

### Who we share information with

Data processors

Wix.com Ltd — website hosting provider

Wix hosts our website and may process information submitted through any Wix-powered waitlist, contact or enquiry forms that remain on our website.

Stripe — payment processing and billing provider

This data processor does the following activities for us: Stripe processes payments, stores saved payment methods securely where authorised, manages customer payment records, supports refunds, subscriptions, billing, failed payments, fraud prevention and payment disputes.

House Two does not receive or store your full card number or CVV.

Stripe — payment processing and billing provider

Stripe processes reservation and membership payments, stores payment methods securely where authorised, manages customer payment records, refunds, subscriptions, billing, failed payments, fraud prevention and payment disputes. House Two does not receive or store your full card number or CVV.

Fillout, operated by Restly, Inc., d.b.a. Zite — online form, workflow and payment-interface provider

Fillout processes information submitted through our Founding Membership and hat-delivery forms, including application details, contact details, postal addresses, consent records and payment references. Fillout may send mapped information to Airtable and Stripe on our behalf.

Airtable / Formagrid Inc. — customer relationship management and database provider

Airtable stores and organises application records, contact details, membership status, payment references, postal addresses, hat fulfilment records and records of the terms accepted.

Postal and courier providers

Where you request delivery, we may share your name, delivery address, contact details and any necessary delivery instructions with Royal Mail, Evri or another postal or courier provider used to deliver your House Two hat. They receive only the information reasonably required to complete and manage the delivery.

### Sharing information outside the UK

Where necessary, our data processors may share personal information outside of the UK. When doing so, they comply with the UK GDPR, making sure appropriate safeguards are in place.

For further information or to obtain a copy of the appropriate safeguard for any of the transfers below, please contact us using the contact information provided above.

Organisation name: Wix.com Ltd

Category of recipient: Website hosting and online form provider / data processor

Country the personal information is sent to: Israel

How the transfer complies with UK data protection law: The country or sector has been assessed as providing adequate protection to data subjects (also known as Adequacy Regulations or UK data bridge)

Organisation name: Stripe

Category of recipient: Payment processing and billing provider / data processor

Country the personal information is sent to: Where necessary, Stripe may process personal information outside the UK, including through its group companies and sub-processors.

How the transfer complies with UK data protection law: Stripe is responsible for using appropriate safeguards for international transfers in accordance with applicable data protection law.

Organisation name: Fillout, operated by Restly, Inc., d.b.a. Zite

Category of recipient: Online form, workflow and payment-interface provider

Country: Depending on our selected hosting configuration, personal information may be processed in the United States, the European Union or other locations used by Fillout and its subprocessors.

Safeguards: Where personal information is transferred outside the UK, appropriate safeguards are used in accordance with UK data protection law, which may include contractual transfer safeguards and applicable adequacy arrangements.

Organisation name: Airtable / Formagrid Inc.

Category of recipient: Cloud database and customer relationship management provider

Country: Personal information may be processed outside the UK, including in the United States.

Safeguards: Airtable processes customer personal data under its Data Processing Addendum and uses appropriate safeguards for international transfers in accordance with applicable data protection law.

### How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

