



POLICY & TERMS

BEING A ONEUPPER

OneUp prides itself on the importance it puts on community. And so we are only looking members who are interested in keeping the space fun, creative and safe.

What does that look like?

- Hateful communication and/or activities, racism and sexism are not acceptable
- You are responsible for the conduct of any visitor you bring into the space
- Please try to keep your space tidy, this includes cleaning up any spills and ensuring that any mugs/plates are not left on your desk at the end of the day. Please take them to the kitchen.
- Please don't move any furniture, unless you have been given permission by the OneUp team.
- No hot, or particularly smelly food outside of the kitchen areas please!
- Please don't bring any cooking equipment into the building without prior permission.
- Please feel free to use the kitchens, including fridges, to store your own food however please ensure that anything out of date is binned. We will bin anything out of date or if it looks off. Fridges are checked and cleared on Friday afternoons.
- Please look after your belongings and if possible, use the lockers provided
- OneUp is not responsible for loss or damage to your property
- Bigger booths and phone call booths are designed for short meetings and/or calls. Please don't use one all day if not needed.
- Be conscious of others around you when making calls and use the phone booths and private spaces where possible
- We recommend the use of headsets and/or headphones whilst in the shared space
- We reserve the right to ban any guest or member if they do not abide by our code of conduct. In the case of any open tenancy or membership, no refunds will be made.
- Children and minors are not permitted in the space. Brief visits may be allowed but it will be at the OneUp staffs discretion. If this is allowed, you are fully responsible for their behaviour whilst in the space.



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Accessing the space

- Access cards are provided for all OneUppers, these give you access to the main shared areas of the space
- You are responsible for your own cards. Please report any lost or stolen cards as soon as possible. You are responsible for the usage of your card until it is reported to us that it is lost or stolen.
- Cards are per person and can't be transferred
- All cards must be returned when a membership or tenancy ends
- If you lose your card, OneUp reserves the right to charge £5 for a replacement access card

Payments

- All payments are done via our management software and we accept both Direct Debits and debit/credit cards via Stripe.
- OneUp reserves the right to charge £20 per failed payment for any invoices that are overdue. Repeated overdue invoices may result in your membership or tenancy being terminated
- OneUp reserves the right to refuse access to anyone with outstanding invoices

Opening times

- The OneUp space is open Monday - Friday, 8am till 8pm. OneUp staff will be onsite during these times.
- We are closed for public holidays and may be closed during seasonal holidays.



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Meeting rooms and bookable private spaces

- Booking meeting rooms or other spaces are done via the OneUp portal
- You can cancel any upcoming bookings via the OneUp portal
- If you cancel your space more than 48 hours in advance, you will receive a full refund, otherwise no refund will be given
- You are expected to leave meeting rooms and other spaces as you find them and remove any mugs, if used
- Meetings must not exceed the stated capacity

IT

- No independent networks, this includes hotspot networks from phones or other devices.
- Please be conscious of sending large files
- You must not send spam email or messages from our network. If caught, you may be banned from the space.
- You must not interfere with or attempt to interfere with the network or any other users equipment
- You must only use our IT systems for purposes legal in the UK. You must not transmit any form of offensive content including pornography, hate speech or any illegal file sharing

Substances

- We sometimes allow alcohol on site however drunken behaviour is not accepted
- Drugs are not allowed on site
- Smoking and vaping are strictly forbidden indoors



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Virtual Office Services

- We offer virtual office services for anyone looking to use our space as a business address or mail forwarding. Packages are available here: <https://www.oneupcoworking.com/our-virtual-services>
- Before our address can be used by yourself, you must sign and agree to separate terms which will be provided to you.
- Any post or mail received by us for someone who doesn't have a virtual office service package will be returned to sender and we take no responsibility for these items.

Pets/animals

- We allow small to medium sized dogs only, in the space
- No other animals are allowed in the space
- You are fully responsible for your dog and need to be aware of where it is at all times and avoid disturbing others
- Permission to bring a dog into the space can be taken away by the OneUp staff at any time and for any reason

Health & safety

- Please adhere to all the safety processes as per your welcome pack
- Fire and evacuation procedures can be found in your welcome pack
- Anyone not following these procedures and processes may be asked to leave



BEING A ONEUPPER

Privacy policy

- This privacy policy governs how OneUp (Domo Labs Ltd) handles personal data. Domo Labs Ltd is a company registered in England and Wales (company number 11922328) with a registered office at 3 Unity Street, Bristol, BS1 5HH.
- When you use our services, you'll share some information with us. We want to be upfront about the information we collect, how we use it, who we share it with and the choices we give you to control, access and update your information.
- For the purposes of data protection legislation, we are the data controller of your personal data. We are registered with the Information Commissioner's Office in the UK with reference number ZA049843.



INFO WE COLLECT AND USE

Information collected by us

We ensure that your privacy is respected at all times and our primary goal is to improve upon and make sure our services are relevant for all our users, while also ensuring that personal information of all users is respected and protected.

Billing contacts and members

We process data relating to those individuals or organisations who pay for OneUp services (“Members”) and those individuals who are employed by, work for or who contract with Members. Sometimes we obtain the contact details of members through their employer under the lawful basis of legitimate interests. In the course of providing you with a workspace we will have your personal information. For example:

Contact info:

when you register for an account we collect your first and last name, username, password and email address.

Usage info:

we collect usage information about you whenever you access Desklodge with your access card. We also collect information about how you use our wi-fi.



INFO WE COLLECT AND USE

Billing contacts and members (cont.)

Device and browser data:

we collect information from the device and application you use to access your account. Device data mainly means your IP address, operating system version, device type, system and performance information, and browser type. If you are on a mobile device we also collect the UUID for that device.

Log data:

our web servers keep log files that record data each time a device accesses those servers. The log files contain data about the nature of each access, including originating IP addresses, internet service providers, the files viewed on our site (e.g., HTML pages, graphics, etc.), operating system versions, device type and timestamps.

Billing information:

we require Members to provide billing details, a name, address, email address and financial information corresponding to your selected method of payment (e.g. a credit card number and expiration date or a bank account number). We use a third party payment gateway to collect, store and process billing information. We do not store this information and all payment pages use TLS technology.

Guests:

As part of our service, we would expect our Members to utilise our meeting space and there may be occasions where guests are invited into the office space. Guests are required to sign in to the building by providing their first name and surname.



INFO WE COLLECT AND USE

How we use your personal information

We process personal data about you:

- with your consent; and/or
- to fulfil our contractual responsibility to deliver the services to you; and/or
- to pursue our legitimate interests of improving the services we offer and developing new service features; and/or
- to comply with a legal obligation

Category of personal data	Purpose for processing	Legal basis for processing
Contact info & ID	<ul style="list-style-type: none">• provide you with office facilities• billing for facilities• to send service related emails in regards to your membership• to provide support• to send information regarding news and events• to perform anti- money laundering checks• to ask you to carry out surveys for feedback purposes	<ul style="list-style-type: none">• fulfilment of a contract• legitimate interest• legal requirement
Usage information	We collect information about your wi-fi usage so that we can monitor its speed and any abuse. We also log information relating to access cards to monitor activity.	<ul style="list-style-type: none">• performance of a contract• legitimate interests
Device and browser data	We use device and browser data to troubleshoot problems with our service and to make improvements to it, or to customise the interface for that device. We also infer your geographic location based on your IP address for abuse purposes.	<ul style="list-style-type: none">• legitimate interests• legal requirement



INFO WE COLLECT AND USE

How we use your personal information (cont.)

Category of personal data	Purpose for processing	Legal basis for processing
Log data	<ul style="list-style-type: none">• monitoring abuse and troubleshooting.• Creating new services, features, content or make recommendations• Tracking behaviour at the aggregate/anonymous level to identify and understand trends in the various interactions with our services• Fixing bugs and troubleshooting product functionality	<ul style="list-style-type: none">• legitimate interests
CCTV images	To prevent and record any criminal activity to promote a safe working environment for everyone	<ul style="list-style-type: none">• legitimate interests

Sharing your personal information

We may share your information or data with trusted third parties who help provide certain aspects of our services. In particular, we engage third parties to:

- facilitate customers in making credit/debit card payments
- help us track website conversion success metrics
- log any errors and issues with our website
- provide accountancy services to us
- keep you connected with us

We enter into confidentiality and data processing terms with our partners to ensure they comply with high levels of confidentiality and best practice in privacy and security standards and we regularly review these standards and practices.



INFO WE COLLECT AND USE

Sharing your personal information (cont.)

We also share information or data in order to:

- meet any applicable law, regulation, legal process or enforceable governmental request
- enforce applicable policies, including investigation of potential violations
- defect, prevent, or otherwise address fraud, security and technical issues
- protect against harm to the rights, property or safety of our users, the public or to us and/or as required or permitted by law

We may transfer your personal information to third parties which are located outside the European Economic Area (EEA). Any transfer of your personal information outside of the EEA will be subject to a European Commission approved contract as permitted under Article 46(5) of the General Data Protection Regulation that are designed to help safeguard your privacy rights.

We will not otherwise transfer your personal data outside of EEA or to any organisation (or subordinate bodies) governed by public international law or which is set up under any agreement between two or more countries.

If you would like more information about who we share your personal information with, please contact us.



INFO WE COLLECT AND USE

Retaining your personal information

We will hold on to your information for as long as is needed to be able to provide the services to you.

If you hold an account with us we do not delete the data in your account unless you haven't used your account for 2 years or more, unless retaining the data is required for tax purposes. Otherwise, you are responsible for and control the time periods for which we retain

your data. There are controls in your account where you can delete data.

If reasonably necessary or required to meet legal or regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our terms and conditions, we may also keep hold of some of your information as required, or it is no longer needed to provide the services to you.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way.

We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.



INFO WE COLLECT AND USE

Control over your personal information

Under the General Data Protection Regulation, you have a number of important rights available to you for free. In summary, those include rights to:

- be informed about how your personal information is being used (hopefully this privacy policy explains it all)
- access the personal information we hold about you
- request that we port elements of your data to another service provider
- request us to correct any mistakes in your information which we hold
- request the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured format

For further information on each of these rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals rights under the General Data Protection Regulation.

If you would like to exercise any of these rights, please:

- email us at privacy@oneupcoworking.com
- let us have enough information to identify you;
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill); and
- let us know the information to which your request relates

Control over your personal information

We hope that we can resolve any query or concern you raise about our use of your information. If you are not happy with how we manage your personal data, you have the right to lodge a complaint with a supervisory authority. The supervisory authority in the UK is the Information Commissioner who may be contacted at [ICO Concerns](#)

