hailo

Martyn's Law software: questions to ask

Facts checked 2 November 2026

You don't need software to meet Martyn's Law. Paper, a Word document or a spreadsheet will do. If you're looking at tools, ask each one these questions, write down what they say, and compare. Use it on any supplier, us included.

Question, and what a good answer looks like	Tool 1	Tool 2	Tool 3
1. Who are you, and how long have you been going? Look for: A company name and number you can check on Companies House, and real people you can contact.			
2. Where is our data kept, and who else handles it? Look for: A plain answer in the privacy policy, and a list of the other services that handle it.			
3. What does it cost for a year, VAT included, for everything we need? Look for: One yearly price, with VAT shown and no paid extras to make it work.			
4. Is there a charge per volunteer, per hirer or per poster? Look for: Ideally none. Briefing more people shouldn't cost more.			
5. Can our volunteers and hirers read their briefing on a phone without an app or a password? Look for: A link or QR code that just opens.			
6. Can we see who has read their briefing? Look for: A dated record for each person, hirers included.			
7. Can we put our own logo and colours on the posters and PDFs? Look for: Your venue's name first, not the software's.			
8. Can more than one of us look after the account? Look for: Easy to hand over when your committee or manager changes.			
9. Can we download everything, any time? Look for: One document you can print, keep or show the SIA.			
10. What happens to our plans, and our posters, if we stop paying? Look for: You keep your plans, and nothing on your walls stops working overnight.			
11. Who do we talk to when we get stuck? Look for: Help inside the tool, and a team who answer their emails.			
12. If it uses AI, what does it send, where to, and can we turn it off? Look for: Plain answers, no names sent, and a way to switch it off.			

Our decision

Walk away from anyone who sells with fear, or promises more than software can do. Whatever you choose, the plans and the responsibility stay with you.

We chose _____ Because _____ Agreed on _____