

Data Protection Notice

To provide our services, as per our terms & conditions, we collect and use data about you (and your company if applicable). This data includes:

- Name.
- Contact details.
- Consents.
- Service enquiries, bookings, requests, invoices and payments.

We may monitor and record all communications with you for legal, quality control and training purposes.

In addition we may monitor and record your images or voice if you use our services for security, archive, publicity or publishing purposes.

Consent

You consent to us storing and processing the data we hold about you for the purposes of providing you with our services. Key purposes include:

- Managing customer relationships.
- Communicating details of our services and activities.
- Communicating relevant information about us and our customers, friends, supporters and associates, or other information that may interest you.
- Managing our services and your use of them.
- Managing finances and payments.
- Security, insurance, health & safety.
- Management information, analysis and research.
- Audits, system integrity checking and risk management.

You may withdraw your consent at any time, but if you do we may no longer be able to continue to provide you with services.

Data Protection and Privacy

All data we hold about you is held in accordance with the applicable legislation relating to data protection and privacy. We maintain procedures and protections in the storage and disclosure of data we hold about you to keep it secure and prevent its unauthorised access or loss.

Other than to provide our services, we will not disclose data we hold about you to third parties unless required by legislation or by a court of law.

Third Party Providers

We may use third party entities as providers in support of our services and it may be necessary to provide them with data we hold about you. Those providers have duties as governed by their own privacy policies in respect of the data provided to them and we cannot accept responsibility for their actions. If you give them your consent, these providers may share your data with us.

Categories of providers may include:

- Landlords, venues and hirers (and their agents), for example for access and security controls.

- Insurance providers (and their agents).
- Logistics providers (and their agents), for example for deliveries or collections.
- Specialists, for example for additional services or equipment.
- Licensing authorities and agents.

Geographical Area

Data we hold about you may be transferred to entities within and outside of the European Economic Area, subject to those entities ensuring data is adequately protected.

Data Retention

We may keep the data we hold about you until it is no longer required, or for as long as required by legislation. Data that is no longer retained will be securely deleted or destroyed.

If you request that we delete data we hold about you:

- We may not be able to delete that data for which retention is covered by legislation.
- We will delete data about your request and any withdrawal of consent, which may lead to us collecting your data again.

Your Rights

You have certain rights under the GDPR, including:

- To request a copy of any data we hold about you.
- To correct any incorrect data we hold about you.
- To object to the use of data we hold about you.
- To withdraw your consent to use data we hold about you.
- To have your data we hold about you deleted in certain circumstances.
- To complain about the use of data we hold about you to the Information Commissioner.

To exercise these rights (or for other enquiries) contact us using our details below, clearly stating your name, your contact details and your request.

Changes

We may change this policy from time to time. The current version will be displayed on our website. All previous versions are no longer valid.

Contacting Us

Our current contact information is displayed on our website.

Contacting the Information Commissioner

The ICO can be contacted via their website www.ico.org.uk.

[Policy last updated 19 May 2018]