



Privacy Policy

INTRODUCTION

This privacy policy explains how we look after your personal and non personal data when you visit our website www.gingerandspicefestival.co.uk, book tickets for an event or apply for a trade stall, to volunteer, to host a fringe event, enter a competition, become a member or join our mailing list and how we use this information and keep it secure. Our Cookies Policy is set out below, at the end of this Privacy Policy.

Rocket Communications & Events Limited is ICO registered and our privacy policy is regularly reviewed and was last updated in June 2019.

WHY DO WE COLLECT DATA?

The Ginger and Spice Festival collects your personal data when you decide to communicate or interact with us for one of the following reasons:

- You buy a ticket to one of our festival fringe events
- You apply for a volunteer position with an application form or CV
- You apply for a creative opportunity with an proposal or CV
- You apply for a trade stall at the Spice Exchange Market
- You use our website www.gingerandspicefest.co.uk
- You complete an online or paper feedback form or brochure at other events or demos
- You contact us via email
- You subscribe to our mailing list via our website
- You become a member
- You interact with us via social media
- You told a third-party that you are happy for us to have your data
- You are in or enter a competition commissioned by Ginger and Spice Festival
- You are involved in an accident or incident during the Ginger and Spice Festival or in preparation of the festival
- Online or paper surveys
- Your advertise with or sponsor the Ginger and Spice Festival

THE TYPES OF INFORMATION GINGER AND SPICE FESTIVAL COLLECTS

We only collect information that's necessary to carry out our business. The type of information we collect depends on where and when it is gathered. This includes:

- Information about tickets you have purchased
- Information you've supplied in a volunteers application or a CV
- Information you have supplied in a stall holder application form
- Information you have supplied when becoming a member
- Information you've supplied on creative submissions – details about you and the fringe event /project.
- Information you've supplied to allow us to fill out an accident or incident form

DATA WE COLLECT ABOUT YOU

The personal data we collect is:

- Name
- Address

- Email
- Membership renewal date
- Business Name
- Business Website
- Business Facebook
- Business Twitter
- Business Instagram
- Business Health & Safety Documentation
- Phone Number
- Name of next of kin
- Phone number of the next of kin
- Food allergies
- Food preference
- Medical issues
- Special Requirements for attending events
- Demographic information e.g. interest
- Other details relevant to customer surveys and special offers

We collect the following information for volunteers

- Full Name
- Address
- Home/mobile number
- Next of kin
- References (retained only during the recruitment process)
- Proof of qualifications
- Bank details
- National insurance number
- Passport details photo or scan
- Medical information (with consent)

These details will only be used to contact you in relation to our contract with you

YOUR INFORMATION AND OTHER ORGANISATIONS

Ginger and Spice Festival will never share or sell your personal information to any third parties for marketing purposes without your prior consent.

We may share anonymised data with

- Funders, to demonstrate the impact and reach of our work.
- Google Analytics, to collect traffic, location and communication data. We will make no attempt to find out the identities of those visiting our website.
- Mail Chimp – Mail Chimp gathers statistics around email opening and clicks.

MARKETING

We would like to communicate with you about our work, future fringe events and supporting us. We only do this if you give us permission. For example, we won't add you to our mailing list if you just give feedback or contact us. You have the right to opt out at any time – if you no longer want to be contacted for marketing purposes click 'unsubscribe' within the e-mail we have sent.

THIRD-PARTY LINKS

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party

websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the Privacy Policy of every website you visit.

DISCLOSURES OF YOUR PERSONAL DATA

We require all third parties to respect the security of your personal data and to treat it in accordance with the law and they may only use your data for the purposes we specify in our contract with them. We will always work with them to protect your privacy.

HOW LONG WILL YOU USE MY PERSONAL DATA FOR?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. This period is 7 years for Health and Safety documentation and Tax; 3 years for accident or incident reports; 3 months from the end of our contract with you for any personal data, at which time your personal data will be securely deleted.

STORAGE

Our contract and privacy policy with Google can be viewed at [Google at https://policies.google.com/privacy](https://policies.google.com/privacy)

Where requested by Law we reserve the right to provide information requested to the Government agencies, including the Police, HMRC and Trading Standards.

DATA SECURITY

We ensure your data is stored and deleted securely, we use anti-virus and a firewall along with unique passwords. In line with government guidance on email security we use Transport Layer Security (TLS) to encrypt and protect email traffic and monitor emails for malicious software and viruses. Please ensure that any emails you send to us, are in the bounds of the law.

YOUR RIGHTS

Under Data Protection Law, you have the following rights:

- **You have the right to be informed if your personal data is being used**
This includes why your data is being used, the types of data that is being used, how long your data will be kept, how to contact us and how to complain
- **You have the right to get copies of your data**
You can have access to your data and request copies of your data for free
- **You have the right to get your data corrected**
You can request your data held be rectified or completed
- **You have the right to get your data deleted**
You can request that your data is erased if the data is no longer needed, you wish to withdraw your consent from the use of your data, you objected to the use of your data, the data has been collected unlawfully, there is a legal obligation to erase your data or the data was collected from a child for an online service
- **You have the right to data portability**
You have the right to receive your personal data in an accessible and readable format and to request that your data is transferred to a different organisation
- **You have the right to limit how our organisation uses your data**
You have the right to restriction the way we use your personal data
- **You have the right to object to the use of your data**
This included objecting to direct marketing
- **You have the right relating to decisions being made about you without human involvement**
You can object to automated individual decision making and profiling
- **You have the right to raise a concern**
You have the right to raise any concerns about the way your data is being handled, if your data is not kept securely, the data held is not accurate, information has been disclosed about you, data is kept for longer than necessary or data has been collected for one reason, but is being used for another reason.

Under certain circumstances, you have rights under UK data protection laws in relation to your personal data. This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it. Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us. There is no fee for accessing your data unless you have requested data to be corrected and the request is manifestly unfounded or excessive.

COOKIES POLICY

By visiting this website with your browser settings adjusted to allow cookies, you are consenting to Ginger and Spice Festival using cookies for the purposes outlined below in order to provide you with a fully functional shopping experience.

HOW WE USE COOKIES

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

DATA BREACHES

If a data breach has occurred that risks individuals' rights and freedoms and will have a significant impact on the people affected e.g. where data is hacked, the ICO will be notified of the breach within 72 hours using the ICO Data Breach reporting template

HOW TO COMPLAIN TO THE ICO

If you have any concerns about how your personal data is processed or stored, please contact us, using the contact details listed at the end of this document.

If you are unhappy with our response, you can complain about the way we process your data to the Information Commissioner's Office <https://ico.org.uk/concerns>.

HOW TO CONTACT US

If you would like to contact us for further information or you have any concerns or would like to get your data erased, forgotten, rectified, have access to your data or request your data portability, please do so via:

Email: gingerandspicefest@gmail.com

Telephone: 07989 980016