

## **Privacy Policy**

Please find below the Vibrant Events & Management data privacy policy which sets out how we use and protect any information and forms part of our terms and conditions.

We operate in accordance with UK data protection legislation including the General Data Protection Regulations (GDPR). Vibrant Events & Management takes the approach of privacy by design in considering privacy at the start of any process.

Vibrant Events & Management takes the privacy of its client's and other parties' data extremely seriously and is committed to ensuring your privacy is protected. Please read the following policy to understand how we will treat your personal data when you use our web site or provide details to one of our employees.

### **When do we collect data?**

We can collect data from a variety of different sources, these include:

1. When you make an enquiry to us from our website
2. When you subscribe to our newsletter
3. When you speak to our staff
4. When you register for the purpose of attending a conference or incentive programme
5. Marketing and research activity including internet and email activity.

In any of the above cases, the data we collect could be personal data.

### **What do we do with your personal information?**

We may need to collect information about you to process the transaction, fulfil your order and provide you with the services you expect. This information may include details such as your name, your address, your e-mail address, passport details, and your bank details.

Unless we have your express consent, we will only disclose personal data to third parties if this is required for the purpose of completing your transaction with us.

Vibrant Events & Management uses your personal information to provide you with a personalised service and to give you details of offers and information which we think will be of interest to you. We may also use the information to process any transactions you undertake with us and for internal administration and analysis.

We do not sell, rent or trade your personal information to third parties for marketing purposes.

We will provide a sufficient level of security in relation to the risks inherent in the processing of your personal data and with respect to the nature of the personal data to be protected.

By becoming a Vibrant Events & Management client, supplier or subscriber you consent to the collection, storage and processing of your personal information as outlined above.

## **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

## **Website Delegate Registration**

All our websites are built with password protection to access any part of the website – the front end as well as the administration area. Our websites use a 256 bits data encryption SSL (secure socket layer) to encrypt all data travelling to and from the web server. Our data centres where our websites are hosted have Cisco based Firewalls built into or servers that stop hackers. Our data centres ensure strict regulations of never giving out customer information and the tools are multilayer, password protected to avoid unauthorised login.

All our websites are designed and built in-house and don't use any third party pre-built plugins for capturing delegate details. Any payments facility needed would use a reputable secure payment gateway.

## **Destruction of Data**

Personal data obtained when individuals attend a conference or incentive programme will be safely destroyed or removed from our systems within 6 months of completion of the event or programme.

Other personal data will be safely destroyed or removed from our systems, if it has not been accessed during the previous 4 years, except in the case of certain financial data, required by the tax authorities, which may be retain for a period of 7 years.

Data in physical form is destroyed using a shredder either at Vibrant Events & Management offices or using a specialist company. Data in electronic form is removed from our systems on a scheduled basis.

## **Cookies**

During the course of any visit to our website, a short text file called a "cookie" is downloaded to your computer. Many websites do this, because cookies enable a website to do useful things like discover whether the computer and probably the user has visited the site before. This is done on a repeat visit by checking to see, and finding, the cookie left there on the last visit, Certain areas of our website use cookies to store information such as text size and is never used to collect personal data or track usage. Please see our separate cooking policy which gives fuller details.

## **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## **Suppliers, Subcontractors and Employees**

Suppliers, Subcontractors and Employees shall treat all information provided by Vibrant Events & Management clients as confidential and shall only use, hold and process such information for the purpose of performing the services notified by Vibrant Events & Management and shall comply with all relevant elements of this policy. Suppliers, Subcontractors and Employees shall not publicise any information in connection with Rockfish without prior written consent. Rockfish shall not share any information provided by any Supplier, Subcontractor or Employee with any other party without prior notification unless required to do so by law.

## **Consent**

By disclosing your personal information to us using one of our web sites, by telephone or in writing, you consent to the collection, storage and processing of your personal information by Vibrant Events & Management as outlined in this Policy. Some information and e-mails sent to Vibrant Events & Management may be used as testimonials but no e-mail address or contact details will be displayed.

## **Holding of information for direct marketing purposes**

We collect and hold certain personal data for direct marketing purposes which is regarded as carried out for legitimate interest and is our legal basis for holding that information in accordance with GDPR recital 47.

## **Opt-Out Policy**

Vibrant Events & Management newsletter subscribers and other recipients of eshots have the option to opt-out and we will remove you from our list and not send you any further information.

## **Subject Access Rights**

Any request for a copy of an individual's information held by Vibrant Events & Management or requests to delete an individual's information or any other privacy questions or concerns will be actioned within 30 days. Requests should be made to: [info@vibrant-em.co.uk](mailto:info@vibrant-em.co.uk).

Vibrant Events & Management will review and update this policy from time to time. This policy was last updated on 05/07/2019 and you may wish to periodically check for future updates.