



Winchfield Festival

PRIVACY NOTICE

Introduction & Our Details

Winchfield Festival is a Registered Charity No. 1079073, in England. For data protection purposes we are the 'data controller' of the personal data that you give us.

Our address is: Winchfield Festival 2018, PO Box 7470, Hook, RG27 7NF

Our contact details are: info@winchfieldfestival.co.uk

Our Commitment to You

We are committed to protecting your privacy and to complying with the Data Protection laws in the UK. In consequence, we collect the minimum amount of information about you that is commensurate with providing you with a satisfactory service.

The General Data Protection Regulation, known as GDPR, is a really positive step towards you having more control over how your data is used and how you're contacted. As we hold personal data purely for "recreational and legitimate reasons" we are not required to register under the General Data Protection Regulations (GDPR). However, we are required to adhere to the principles of the Data Protection Act.

What is the purpose and legal basis for us to collect and process your personal data?

The main purpose is to identify our Festival contacts to enable us to deliver to you the Festival tickets that you buy from us and to provide you with any follow-up that is required.

Payment Flow and Delivery Policy: tickets are delivered to your email address when the payment transaction is completed.

Refund/Cancellation Policy: tickets are non-refundable unless you are a 'Festival Friend' who enjoys advance booking and ticket change or refund privileges (please see website to join the Festival Friends programme).

We also have to retain records of all our transactions for tax and accounting reasons.

We may send you, by email, occasional newsletters and information concerning our concerts, musicians and details of future Festivals. You will receive these newsletters because either you have purchased tickets or have expressed an interest in Winchfield Festival. We hope you'll enjoy the content, but if you don't, you can always unsubscribe at the bottom of the newsletter.

What personal data will be collected and processed?

Depending on the type of transaction you enter into, this may include your name, telephone number, and email address, together with data about your use of the website. This will be retained and used (processed) for the purposes referred to above.

Who will receive your personal data?

We will receive your personal data by email from our website or because you have asked to be added to the Festival mailing list. We do not store your personal data on our website.

Data concerning your credit/debit card payments is processed by TicketTailor on a secure website linked to ours and they have their own privacy policy that you should read.

Our website is located on a server in the UK, and all server and website backups are kept within the UK.

We do not give anyone else access to personal data unless we are required to by law or the access is for our own Festival Committee Members or those performing their services for our website, all of whom are subject to confidentiality obligations. If we wish to process your personal data for purposes other than those specified in this notice, we will notify you with relevant information and, if necessary, seek your consent.

How long will we keep your personal data?

We need to keep details of those who buy Festival tickets or become Friends of Winchfield Festival and Gift Aid their membership donation for at least 6 full tax years from their last transaction under the UK tax laws. After that, until you ask us in writing to delete your personal data, we will keep it to enable us to contact you as mentioned earlier in this notice.

What are your rights?

You have the right to:

- ask us in writing for details of the personal data that we hold on you
- require us to rectify any errors
- have your personal data deleted if there is no reason for its continued storage and processing
- lodge a complaint about the data controller with the ICO (Information Commissioner's Office).

Further details about your rights under data protection legislation can be found on the ICO's website at <https://ico.org.uk/>.

Cookies

Your internet browser has the in-built facility for storing small files - "cookies" - that hold information which allows a website to recognise your account. Our website takes advantage of this facility to enhance your experience. You have the ability to prevent your computer from accepting cookies but, if you do, certain functionality on the website may be impaired.

Changes to this Privacy Notice

Any changes to this Notice will be placed here and will supersede this version. We will take reasonable steps to draw your attention to any changes in our policy. However, to be on the safe side, we suggest that you read this document each time you use the website to ensure that it still meets with your approval.

How to Contact Us

If you have any questions about our Privacy Policy, or if you want to know what information we have collected about you, please email us at info@winchfieldfestival.org