

Privacy Policy

Effective: October, 2021

This policy describes how we use your personal data when you use our website (<https://event-nest.com>) or contact us in any other way or when we provide services to you. We have provided this policy to ensure that you understand what personal data we may collect and hold about you, what we may use it for and how we keep it safe. You have legal rights to access the personal data that we hold about you and to control how we use it which are also explained.

You can read, print and save this whole policy to see specific information about:

- **Who we are and how you can contact us**
- **What personal data we collect about you**
- **What we use your personal data for**
- **Cookies**
- **When we need your consent to use your personal data**
- **Personal data you are legally obliged to provide**
- **Your rights to know what personal data we hold and to control how we use it**
- **Automated decision making and profiling**
- **When we will share your personal data with others**
- **How we keep your personal data safe**
- **How we use your personal data for marketing**
- **When we will send your personal data to other countries**
- **How long we keep your personal data**
- **How you can make a complaint**
- **How we keep this policy up to date**

Who we are and how you can contact us

We are The Event Nest Limited, registered company number 04115489, registered office at 5 Spencer Close, Bicester, United Kingdom OX26 2FA

You can contact us in writing at the address above or by emailing hello@event-nest.com.

What personal data we collect about you

We Collect:

- personal data that you provide to us. There are lots of ways in which you may share your personal data with us, for example, you may make an enquiry via our website, post on social media sites that we run, use our apps or contact us in connection with services that you would like to buy, or have

already bought, from us. The personal data that you provide to us may include your name, address, e-mail address and phone number, financial and credit card information, job role and employer and any other information you choose to provide to us.

- personal data that we receive from third parties. If we work with other businesses or use sub-contractors these parties may collect personal data about you which they will share with us. For example, we may have your name and contact details passed to us by a mutual contact who refers you to us so that we can provide you with our services, or receive feedback from a sub-contractor we have instructed to help us provide you with online services that you have requested..
- personal data about your use of our website. This is technical information and includes details such as your IP address, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, as well as details of how you navigated to our website and where you went when you left, what pages or products you viewed or searched for, page response times, download errors, length of visits to certain pages and page interaction information (such as scrolling, clicks, and mouse-overs).

What we use your personal data for

We use your personal data in the following ways:

personal data that you provide to us is used to:

- process and respond to any enquiry you make
- provide you with the information, products and services that you request from us
- provide you with marketing information in accordance with your marketing preferences (see How we use your personal data for marketing)
- manage and administer our business
- review and improve our service

personal data that we receive from third parties is combined with the personal data that you provide to us and used for the purposes described above.

personal data about your use of our website is used to:

- administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes
- to improve our website to ensure that content is presented in the most effective manner for you and for your computer or mobile device
- to allow you to participate in interactive features of our service, when you choose to do so
- as part of our efforts to keep our site safe and secure

- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you

Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our website. For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy.

When we need your consent to use your personal data

Whilst we always want you to be aware of how we are using your personal data, this does not necessarily mean that we are required to ask for your consent before we can use it. In the day to day running of our business we may use your personal data without asking for your consent because:

- we are entering into and carrying out our obligations under a contract with you
- we need to use your personal data for our own legitimate purposes (such as the administration and management of our business and the improvement of our services) and our doing so will not interfere with your privacy rights

In exceptional circumstances we may wish to use your personal data for a different purpose which does require your consent. In these circumstances we will explain how we wish to use your data and ask for your consent. You are not required to give consent just because we ask for it. If you do give consent you can change your mind and withdraw it at a later date.

Please refer to the section on How we use your personal data for marketing to read about marketing consents.

Personal data you are legally obliged to provide

You are not under a legal obligation to provide us with any of your personal data but please note that if you elect not to provide us with your personal data we may be unable to provide our services to you.

Your rights to know what personal data we hold and to control how we use it

You have a legal right to know what personal data we hold about you - this is called the right of subject access. You can exercise this right by sending us a written request at any time. Please mark your letter "Subject Access Request" and send it to us by post or email using the details in the Who we are and how you can contact us section.

You also have rights to:

- prevent your personal data being used for marketing purposes (see How we use your personal data for marketing for further details)
- have inaccurate personal data corrected, blocked or erased
- object to decisions being made about you by automated means or to your personal data being used for profiling purposes
- object to our using your personal data in ways that are likely to cause you damage or distress

- restrict our use of your personal data
- require that we delete your personal data
- require that we provide you, or anyone that you nominate, with a copy of any personal data you have given us in a structured electronic form such as a CSV file

You can find full details of your personal data rights on the Information Commissioner's Office website at www.ico.org.uk.

Automated decision making and profiling

We do not make use of automated decision making or profiling.

When we will share your personal data with others

We share your data with the following people in the day to day running our business:

- any business partners, suppliers and sub-contractors we work with to provide you with services that you have requested from us.
- analytics and search engine providers that assist us in the improvement and optimisation of our site and app

We may also share your personal information with third parties on a one-off basis, for example, if:

- we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets
- we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our website terms of use or our app terms of use or our terms and conditions of supply and other agreements; or to protect the rights, property, or safety of our customers, ourselves or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

How we keep your personal data safe

We take every care to ensure that your personal data is kept secure. The security measures we take include:

- only storing your personal data on our secure servers
- ensuring that our staff receive regular data security awareness training
- keeping paper records to a minimum and ensuring that those we do have are stored in locked filing cabinets on our office premises
- maintaining up to date firewalls and anti-virus software to minimise the risk of unauthorised access to our systems
- enforcing a strict policy on the use of mobile devices and out of office working

- we maintain our systems to the Governments Cyber Essentials Standard to ensure security of your data and our working practises

Please remember that you are responsible for keeping passwords secure. If we have given you (or you have chosen) a password or other access code which enables you to access a certain online application, whether owned by us or contracted to us, you are responsible for keeping this password confidential. Please do not to share your passwords with anyone.

Unfortunately, sending information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of personal data sent to our website; you send us personal data at your own risk. Once we have received your personal data, we will use strict procedures and security features (some of which are described above) to try to prevent unauthorised access.

How we use your personal data for marketing

We will add your details to our marketing database if:

- you make an enquiry about our services
- you buy our services
- you have told a third party that you would allow them to pass us your contact details so that we can send you updates about our services
- you have signed up on our website and have indicated during the process that you are happy to receive marketing communications

We may ask you to indicate your marketing preferences when you first register an account on our website. You can check and update your current marketing preferences at any time by calling or emailing us using the details set out in the Who we are and how you can contact us section above.

When we will send your personal data to other countries

Your personal data may be transferred to, and stored at, a destination outside the European Economic Area ("EEA") by us or by our sub-contractors. Where we, or our sub-contractors, use IT systems or software that is provided by non-UK companies, your personal data may be stored on the servers of these non-UK companies outside the EEA. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

How long we keep your personal data

We only keep your personal data for as long as we actually need it. In practice this means that we will keep:

- your name and contact details for marketing purposes until you unsubscribe
- a record of the services (including a copy of your full customer file) we provide to you for 5 years
- complaint records for 5 years

If you would like further information about our data retention practices please tell us using the contact details found in the Who we are and how you can contact us section.

Please note that we may anonymise your personal data or use it for statistical purposes. We keep anonymised and statistical data indefinitely but we take care to ensure that such data can no longer identify or be connected to any individual.

How you can make a complaint

If you are unhappy with the way we have used your personal data please contact us to discuss this using the contact details set out in the Who we are and how you can contact us section above.

You are also entitled to make a complaint to the Information Commissioner's Office which you can do by visiting www.ico.org.uk. Whilst you are not required to do so, we encourage you to contact us directly to discuss any concerns that you may have and to allow us an opportunity to address these before you contact the Information Commissioner's Office.

How we keep this policy up to date

We will review and update this policy from time to time. This may be to reflect a change in the goods or services we offer or to our internal procedures or it may be to reflect a change in the law.

The easiest way to check for updates is by looking for the latest version of this policy on our website (<https://event-nest.com/>) or you can contact us (see **Who we are and how to contact us**) to ask us to send you the latest version of our policy.

Each time we update our policy we will update the policy version number shown at the end of the policy and the date on which that version of the policy came into force.

This policy was last updated on 1st October, 2021

Contractor Privacy Statement

Introduction

The Event Nest Limited (“we”, “us, “our”) is committed to ensuring that all Personal Data we handle is processed according to legally compliant standards of data protection and data security.

This policy statement and any other documents referred to in it sets out the basis on which we will process any Personal Data we collect from Contractors who we engage.

Definitions

The following definitions shall apply in this policy;

- Contractor the independent sub-contractors who are engaged by us in order to provide services to us and on our behalf to our clients
- Controller the organisation which determines the purposes for which, and the manner in which, any Personal Data is processed. The Controller is responsible for establishing practices and policies in line with Data Protection Laws. We are the controller of the Personal Data which Contractors provide to us when they are engaged by us.
- Data Protection Law means (a) the United Kingdom Data Protection Act 2018; (b) General Data Protection Regulation (EU 2016/679) or any legislation which amends, re-enacts or replaces it in England and Wales.
- Personal data any information relating to an identifiable natural person who can be directly or indirectly identified in particular by reference to an identifier
- Processor any person or organisation that is not a data user that processes personal data on our behalf and on our instructions.
- Services the services which we provide to our clients which include but are not limited to online applications, services and consultancy in support of events.

Principles

We take the protection of Personal Data very seriously and we will always strive to handle and process Personal Data in accordance with applicable Data Protection Law. Specifically, Data Protection Laws require that Personal Data:

- is processed fairly and lawfully and transparently and, in particular, shall not be processed unless specific conditions are met;
- is collected for specified, explicit and legitimate purposes as set out in the Data Protection Laws, and shall not be processed in any further manner incompatible with that purpose or those purposes;
- is adequate, relevant and limited to what is necessary in relation to those purpose(s);
- is accurate and, where necessary, kept up to date;
- is not be kept for longer than is necessary;

- is kept in a form which permits identification of the data subject for no longer than is necessary for the purpose(s);
- is processed in accordance with the rights of Data Subjects under the Data Protection Laws; and
- is kept secure by us, taking appropriate technical and other measures to prevent unauthorised or unlawful processing or accidental loss or destruction of, or damage to, Personal Data.

The personal data which we handle and store

In order to perform our Services we will routinely engage Contractors to help us to deliver our Services to our clients. We will collate, store and process the Personal Data of the Contractors who we engage. This Personal Data may include the Contractor's name, address, e-mail address, telephone number, details of any allergies, emergency contact details and bank account details. The legal basis for processing the Personal Data is the performance of the contract with our Contractors and our legitimate business interests, namely the proper administration of our Services to our clients.

In respect of the Personal Data of our Contractors we are the Controller for the purposes of Data Protection Law.

Contractor database

When we engage Contractors we will add their Personal Data on to a data base of Contractors who we have engaged on various projects (the "Data Base"). This is done so that we have a list of potentially available Contractors who we can contact as and when new projects arise on which we may require the assistance of Contractors.

Unless a Contractor informs us otherwise we will automatically add a Contractor's Personal Data to the Data Base at the point of engagement.

A Contractor can ask at any time for their Personal Data to be removed from our Data Base by contacting us at the details provided below otherwise we will retain the Personal Data in accordance with the retention periods set out below.

Data sharing

There will be instances on which we will need to share the Personal Data of our Contractors with third parties. This will include:

- with our client to whom the Contractor may be providing services on our behalf;
- to venues where the Contractor may be performing the services for security purposes;
- to other third parties where we are arranging transport on behalf of the Contractor for the purpose of their engagement (e.g. hotel, airline, other transport organisation).
- Subject to clause Data Sharing, will not disclose a Contractor's Personal Data to a third party without consent or unless we are satisfied that we are legally entitled to share such data under Data Protection Laws. Where we do disclose Personal Data to a third party, we will have regard to the data protection principles.

- We may also disclose Personal Data where such disclosure is necessary for compliance with other legal obligations to which we are subject, or in order to protect a data subject's vital interests or the vital interests of another natural person.

Retaining and deleting personal data

This clause sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of Personal Data.

Personal Data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

Notwithstanding the other provisions of this clause, we may retain Personal Data where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another person.

Confidentiality and data security

We take the confidentiality of our customers and clients very seriously. We ask all of our Contractors to enter into a Confidentiality and Data Protection Agreement which sets out confidentiality and other obligations which we expect our Contractors to meet when they are handling and have access to the Personal Data and Confidential Information of our clients.

In respect of the Personal Data we handle will take appropriate security measures against unlawful or unauthorised processing, and against the accidental loss of, or damage to, the Personal Data.

We will put in place procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction.

Contractor responsibilities

To assist us in complying with the principle set out in Principles we would request that Contractor's keep us informed of any changes in their Personal Data and to let us know if the Personal Data we hold is inaccurate.

Amendments

we may update this policy from time to time by publishing a new version on our website.

Our contact details

We are registered in England and Wales under registration number 13578282, with registered office c/o FCMS Accountancy Services, 5 Spencer Close, Bicester, OX26 2FA United Kingdom

Our email address is hello@event-nest.com

We can be contacted by post or email using the addresses given above.

Cookie Policy

What Are Cookies

As is common practice with almost all professional websites this site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience. This page describes what information they gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored however this may downgrade or 'break' certain elements of the sites functionality.

For more general information on cookies see the [Wikipedia article](#) on HTTP Cookies.

How We Use Cookies

We use cookies for a variety of reasons detailed below. Unfortunately in most cases there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave on all cookies if you are not sure whether you need them or not in case they are used to provide a service that you use.

Disabling Cookies

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies will usually result in disabling certain functionality and features of this site. Therefore it is recommended that you do not disable cookies.

The Cookies We Set

When you submit data through a form such as those found on contact pages or comment forms cookies may be set to remember your user details for future correspondence.

In order to provide you with a great experience on this site we provide the functionality to set your preferences for how this site runs when you use it. In order to remember your preferences we need to set cookies so that this information can be called whenever you interact with a page.

Third Party Cookies

In some special cases we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this site.

This site uses Google Analytics which is one of the most widespread and trusted analytics solution on the web for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content.

For more information on Google Analytics cookies, see the official [Google Analytics page](#).

From time to time we test new features and make subtle changes to the way that the site is delivered. When we are still testing new features cookies may be used to ensure that you receive a

consistent experience whilst on the site whilst ensuring we understand which optimisations our users appreciate the most.

We also use social media buttons and/or plugins on this site that allow you to connect with your social network in various ways. For these to work the following social media sites including; Facebook, Twitter, Instagram, will set cookies through our site which may be used to enhance your profile on their site or contribute to the data they hold for various purposes outlined in their respective privacy policies.

[More Information](#)

Hopefully that has clarified things for you and as was previously mentioned if there is something that you aren't sure whether you need or not it's usually safer to leave cookies enabled in case it does interact with one of the features you use on our site. However if you are still looking for more information you can contact us through one of our preferred contact methods.

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