

Privacy Policy Statement

Introduction

Mainstage Productions Limited is committed to respecting your privacy. The purpose of this Privacy Policy is to explain how we will use any personal data we collect about you, the rights you have over any personal data we hold about you, and to tell you about the policies and procedures that we have in place to respect your privacy and keep your personal data secure.

This Privacy Policy applies to you if you have ever booked the services of Mainstage Productions, Mainstage UK, or indeed any of our other business services (as listed in “**Services**” on the website)

Who is Mainstage UK?

Mainstage UK is an event production company based in the heart of Essex. Specialising in sound, lighting, staging, and audio visual equipment.

More and more clients are choosing Mainstage UK for their event after a taste of our unique blend of experience, professional equipment and passion that together always surpasses the highest expectations and most complex goals.

Whatever your requirements, our dedicated team are always on hand to chat through your vision for your event, breathing life and energy into any project no matter how large or small.

Whether you're planning a corporate meeting or a full festival production, Mainstage UK – your complete event specialists are already excited to get the planning underway.

Our contact details

If you have any comments or questions about this Privacy Policy or our data processing practices, please address them to us at info@mainstageuk.com or address the letter for the attention of business owner Jeremy Durrant, who can be contacted at The Small Barn, Fox & Pheasant Centre, Colchester Road, White Colne. Essex CO6 2PS

The categories of personal data we collect and use

The categories of personal data we collect and use include:

- name;
- address;
- email address;
- telephone number;
- information about the pages or sections you have visited on the including the pages or sections you visited, the website or mobile application you were referred from, and when you visited or used them;
- information about the Services we provide to you (including for example, what we have provided to you, when and where and, if available, how much you paid);
- information about electronic communications you receive from us, including whether that communication has been opened and if you have clicked on any links within that communication;

- your identity, public profile, follows and likes from a social network such as Facebook, Twitter and Instagram (this may include your employment or education information if you include it in your public profile);
- other personal data which you may disclose to us when you use our Services at any time.

Sources of personal data

We will receive your personal data when you provide them to us yourself or when you use or purchase one or more of our Services.

How we use your personal data

All personal data that we obtain about you will be used in accordance with current data protection law and this Privacy Policy. We, or in some cases, third party data processors acting on our behalf, will process your personal data as follows:

- As necessary, to **perform a contract with you**, such as a contract to process an order from you for one or more of our Services including, where applicable, taking payment and carrying out fulfilment and delivery.
- As necessary, to **comply with a legal obligation**, for the following purposes:
 - where you exercise your rights under data protection law and make requests; and
 - to comply with any legal obligation, any lawful request from government or law enforcement officials and as may be required to meet national security or law enforcement requirements or prevent illegal activity.
- As necessary, for our **legitimate interests** in providing the Services and ensuring they operate safely, securely and in a commercially suitable way which is tailored to your use and interests, for the following purposes:
 - to provide you with the Services;
 - to verify your identity for security purposes;
 - to help us to ensure our customers are genuine and to prevent fraud;
 - to ensure the security of our website and other technology systems we may choose to utilise;
 - for the good governance of our business, including keeping financial records, to allow us to pay suppliers and to charge, invoice or refund customers;
 - to provide you with information about our Services, to contact you about administrative matters, and to manage and respond to any queries or complaints you make or any correspondence you send us;
 - to help us to return lost property to its rightful owner;
 - for market research and statistical analysis and to analyse the use of our Services so that we can improve them.
- Based on **your consent**, for the following purposes:
 - to send you promotional information and information of potential interest.

Sharing your personal data

We will share your personal data with other trusted third party suppliers (where applicable).

If you have consented, we will share your personal data with other trusted third parties, for example, live performers or the photo booth and / or dancefloor suppliers we work with, so that they can use your personal data for sending you information about their products or service that may be of interest to you.

We will also disclose your personal data to third parties in the following circumstances:

- if we or substantially all of our assets are acquired by a third party, in which case personal data held by us will be one of the transferred assets;
- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, any lawful request from government or law enforcement officials and as may be required to meet national security or law enforcement requirements or prevent illegal activity;
- in order to enforce or apply Our Terms of Use or any other agreement or to respond to any claims, to protect our rights or the rights of a third party, to protect the safety of any person or to prevent any illegal activity; or
- to protect the rights, property, or safety of us, our customers or other persons. This may include exchanging personal data with other organisations for the purposes of fraud protection.

Save as expressly detailed above in this section, we will never share, sell or rent any of your personal data to any third party without notifying you and/or obtaining your consent.

How long do we keep your personal data?

We will normally retain your personal data for as long as you use our Services and for up to two years after your last use of our Services or your last interaction with us (for example, the last time you opened an electronic communication from us or visited our website).

However, in some circumstances we will retain your personal data for a shorter period, including:

We will retain your personal data for longer if we believe we may need them in order to respond to any claims, to protect our rights or the rights of a third party, and we will retain your personal data for longer if we are required to retain them in order to comply with applicable laws.

We will always retain your personal data in accordance with data protection law and never retain your personal data for longer than is necessary.

Your rights

You may contact our Data Protection Officer by email at info@mainstageuk.com at any time, to:

- request that we provide you with a copy of the personal data which we hold about you;
- request that we update any of your personal data which are inaccurate or incomplete;

- request that we delete any of your personal data which we are holding;
- request that we restrict the way that we process your personal data;
- request that we provide your personal data to you or a third-party provider of services in a structured, commonly-used and machine-readable format;
- object to us processing your personal data for direct marketing purposes.

Your request must include your name, email address and postal address and we may request proof of your identity. Please allow at least seven working days for us to process your request.

Withdrawing your consent

Where we are processing your personal data based on your consent, you may change your mind and withdraw your consent at any time.

You can withdraw your consent to receive marketing communications or any other consent you have previously provided to us by contacting us at info@mainstageuk.com. The consequence of you withdrawing consent might be that we cannot do certain things for you.

Right to lodge a complaint with a supervisory authority

You may also make a complaint to a supervisory authority for data protection matters. In the UK, this would be the UK Information Commissioner's Office (<https://ico.org.uk/>). If you live in another EEA country, you may complain to the supervisory authority in your country. Alternatively you may seek a remedy through local courts if you believe your rights have been breached.

How do we protect your personal data?

We use industry standard technical and organisational security measures to protect your personal data. We keep your personal data secure by implementing policies, procedures and access controls so that only authorised members of our staff or authorised third parties can access your personal data. We protect our information technology systems with firewalls and anti-virus and anti-malware software and other information security technology solutions. When we transfer your personal data to third parties we use encryption.

We cannot guarantee the security of your personal data when you transmit it to us. For example, if you email us your personal data, you should be aware that email is not a secure transmission method. As such, you acknowledge and accept that we cannot guarantee the security of your personal data transmitted to us and that any such transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to prevent unauthorised access.

Where we have given you (or where you have chosen) a password which enables you to access one of our Services, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Links to other websites and mobile applications

We sometimes provide you with links to other websites (normally of recommended suppliers / sub-contractors), but these websites are not under our control. We are only responsible for the privacy practices and security of our Services. We are not responsible for the privacy policies, content or security of any linked websites or their mobile applications. We recommend that you check the privacy and security policies of each and every website and mobile application that you visit.

Cookies and other tracking technologies

We may use cookies and web beacons on our websites. Third parties also view, edit, or set their own cookies or place web beacons on our websites. Cookies and web beacons allow us and third parties to distinguish you from other users of the website.

Cookies and web beacons are used by us and third parties for the following purposes:

- to analyse the traffic to our websites (for example, we can count how many people have looked at a specific page, or see how visitors move around the website when they use it, and use this information to improve the website);
- to help target advertisements which are more likely to be of interest to you;
- to allow us carry out retargeting (this is when advertisements are presented to you for products or services which you have previously looked at on a website, but have not purchased);
- to allow you to interact with our websites on social media platforms.

The use of these technologies by such third parties is subject to their own privacy policies and is not covered by this Privacy Policy, except as required by law.

Changes to our Privacy Policy

We reserve the right to change our Privacy Policy from time to time. Any such changes will be posted on this page so that we can keep you informed about how we process your personal data. We recommend that you consult this page frequently so that you are aware of our latest Privacy Policy and can update your preferences if necessary. Your continued use of our Services shall constitute your acceptance of any revised Privacy Policy.

This Privacy Policy was last updated on 25 May 2018.

GDPR Statement

Data privacy has never been more important, and in light of a new regulation coming into effect across the EU, Mainstage Productions Limited has updated its Privacy Policy.

This new law is built around the principles of transparency and control, something Jeremy Durrant has always taken pride in offering.

So, to help you retain control of your data, our new policies offer more detail on what we collect, how we use it, and your rights.

Your trust is important to us, so keeping your personal information safe and secure remains our top priority.

To find out more, please take a look at our updated [Privacy Policy](#).

These will apply from Friday 25 May.