



## **GDPR and PRIVACY POLICY**

As of May 25 2018, with the entry into application of the **General Data Protection Regulation**, there is one set of data protection rules for all companies operating in the EU, wherever they are based. This basically means that, if some of our visitors are from the EU, we are subject to this law.

### **How does this apply to you?**

Besides the data and cookies that we collect and process intentionally, we may be using a 3rd-party services on our website, like Google Analytics, Google Fonts, Google Maps, YouTube, Vimeo etc. In these cases some personal data (usually an IP address of a visitor) are sent to the service provider in exchange for the free service. This is the personal data flow that you can hardly control, but which we must make GDPR compliant by prompting a visitor's consent before they can use the service.

In other words, with the new regulation, it's not enough to simply notify a visitor about what type of data is being collected. We must receive your consent in order to be able to collect this data or use a 3rd-party service that does so.

### **The type of personal information we collect**

We currently collect and process the following information:

- personal identifiers, contacts and characteristics (for example, name, email and contact details)

In addition, every time you visit our Site, information may automatically be collected about you. This may include technical information in respect of

- the Internet protocol (IP) address which you have used to connect your computer to the Internet,
- the browser type and version,
- time zone setting,
- browser plug-in types and versions,
- operating system and platform used by you to use our Site.

This may also include information about your visit, including information about the full Uniform Resource Locators (URL) clickstream to, through and from our Site (including date and time), page response times, download errors, length of visits to certain pages, and methods used to browse away from a webpage.

### **Why we have it**

Such information outlined above may be used by us:



- to administer our Site and for internal operations, including for troubleshooting, data analysis, testing, research and statistical purposes;
- to improve our Site and ensure that the content on it is presented in the most effective manner;
- as part of our efforts to keep our Site safe and secure; and
- for internal record keeping and internal audit purposes.
- When selling or refunding tickets to any event held by Bourne Free

We may share such information collected about you with selected third parties who deal with the operation, optimisation and improvement of our Site. This may include:

- a contractor / sub-contractor / business appointed by us to deal with the design, running, operation and maintenance of our Site; and
- an analytics and search engine provider, such as Google, who provide support to improve and optimise our Site.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information is that we have a legitimate interest.

**You are able to remove your consent at any time. You can do this by contacting [info@bournefree.co.uk](mailto:info@bournefree.co.uk)**

### **How we store your personal information**

Your information is securely stored.

Information will be stored on our secure server and may be deleted, at our option, once we have received and processed the enquiry form or ticket request. You warrant that all information supplied by you is accurate, up to date and complete. If you believe that the information given by you is incorrect, incomplete or has changed in any way, please contact us as soon as possible using the contact details provided.

### **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** – You have the right to ask us for copies of your personal information.

**Your right to rectification** – You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** – You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** – You have the right to ask us to restrict the processing of your personal information in certain circumstances.



**Your right to object to processing** – You have the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** – You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [info@bournefree.co.uk](mailto:info@bournefree.co.uk) if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [info@bournefree.co.uk](mailto:info@bournefree.co.uk). You can also complain to Bourne Free if you are unhappy with how we have used your data.

Bourne Free

8 Stratfield Saye

20-22 Wellington Road

Bournemouth

BH8 8JN

Tel – 07479737883

Website – [www.bournefree.co.uk](http://www.bournefree.co.uk)