

# Chordiem

## Making events EASY!

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Registered business address: Anchor Business Centre, Frankland Road, Blagrove, Swindon, Wiltshire, SN5 8YZ

To be compliant with the new regulations coming into force later this month, please can you review the information below at your earliest convenience.

**Privacy policy** Your privacy is important to us and the business practices we use are designed to protect your privacy. We are fully committed to giving you the highest possible level of service and professional business practice in all areas which includes being General Data Protection Regulation (GDPR) complaint and protecting your data. Trust and integrity for us has always been our number one priority in line with our business ethics for client care and client retention; a business built on a reputation of complete trust, credibility and reliability. If you have any questions about our privacy policy please do contact on 01793 887632.

**What are your rights?** If at any point you believe the information we process on you is incorrect you can request to see this information and have it amended or deleted. You have the right to complain on how we have handled your personal data. You can contact our Data protection officer on 01793 887632 who will investigate for you. If you believe we are not processing your personal data in line with GDPR compliance or are unhappy then you are within your rights to lodge a complaint with the Information Commissioner's Office (ICO).

### Your rights

1. The right to access the personal data we hold on you
2. The right to correct and update the personal data we hold on you
3. The right to have your personal data erased
4. The right to object to processing of your personal data
5. The right to data portability
6. The right to withdraw your consent to the processing at any time for any processing of personal data to which consent was sought.
7. The right to object to the processing of personal data where applicable
8. The right to lodge a complaint with the Information Commissioner's Office. You can email them via: <https://ico.org.uk/global/contact-us/email/>, call them on 0303 123 1113, or write to them at the Information Commissioner's Office, Wycliff House, Water Lane, Wilmslow, Cheshire SK9 5AF.

### GDPR policy

#### 1 – Data Collection and data use

The data and information we obtain is used for our business purposes and to deliver services booked by our clients. Visitors to our website can browse and are not obligated to register on our site in order to access it. Visitors are invited to make online enquires and it is a personal choice. Our website requires your name, title, address, email address and telephone number. Occasionally visitors provide other information. We also collect potential client and existing client details by telephone, email, exhibitions and direct meetings.

When engaging in business you may provide us with alternative point of contacts, for example you may share details of business contact names, business email addresses and business telephone numbers of your colleagues which we may use for delivering business services to you in the future.

Depending on activities booked we may need to know specific dietary requirements and any known food allergies for individuals in addition to the general information required for your event to go ahead. All the personal data we hold about potential clients and existing clients is processed by one of our appointed data processing team and then information will be used for creating proposals, contracts, event schedules, invoices and procedures in order to deliver our services. We have soft copies and hard copies of event schedules and invoices. If you are agreeable for marketing we will keep you on our data base to update you on product launches, news and any other services we feel may be of interest to you.

#### 2- Who and why do we share your personal data with?

Your privacy is very important to us and we will do all possible to ensure your data is processed safely and securely to ensure we do everything possible to maintain confidentiality as best we can. We do not sell information that Chordiem Ltd collects to third parties.

We share data with Chordiem's Company Directors, staff, contractors and our acting accountancy and book keeping firms. Trusted third parties directly involved in the organization, delivery and de-rigging of your events may include hotels and venues, agents, suppliers and contractors. For example, when you have booked a venue or asked us to source an event space we may need to liaise with them regarding logistics and update them on who is booking the event so they can raise the appropriate paperwork. Another example of when we share data is when we may instruct a trusted freelance crew member to be assigned to your event. They will receive a schedule to include your contact details and dietary requirements with any essential information related to the delivery of your event, so they can familiarise themselves with your requirements.

Another example is if you have requested your event to be filmed and we appoint a specialist partner to deliver this service who would also receive a schedule with the key company contact details for the purpose of communicating details specifically linked to the services, they are offering. Event partners and professional services are requested to delete and destroy event schedules and correspondence excluding contracts and invoices within 48 hours of event completion.

An exemption if we are required to share information for legal reasons.

### **3 - Security & Consent**

Our website is certified and has an SSL Certificate, our domain addresses, email addresses and website are hosted and managed by a specialist IT company who are responsible for our website and email hosting. Please note we have a separate cookie policy. By providing any personal data (including sensitive personal data) to us via our site, telephone, or data collection methods as in point 1) you are consenting to giving us information to process your information and use it as we have described in point 1,2,3,4 and 5. You have the right to request for your information to be deleted at any time as long as it is lawful, and not disturbing business services to your company or preventing payment obligations.

### **Data Storage & Security**

We store processed data on compliant password protected cloud storage and computer devices. All computers and devices have security passwords and can only be accessed by personnel who know the passwords. Our systems are regularly updated and covered by adequate anti-virus software and firewalls. Your files will be encrypted protected when required or on request. Paper copies of event schedules and invoices are held in our office. Paper copies of event schedules will go out on your event, to ensure everything runs smoothly and as you have agreed and requested. You will be able to view the event schedule before print. Paper data will be either in a current file in the office in a locked cabinet or if it has been archived it will be in a local secure storage unit, in the care of our book keeper or accountant and covered by their business insurance.

### **4 - Work Locations**

We generally work from our Head Office but do work in different locations at any one time which will include controllers and processors of data.

### **5 - How long do we keep data for and data deletion?**

We keep your personal data for a minimum of 6 years to stay within HMRC legislation after which time it will be deleted unless it is required by law or if you have consented to stay on our data base for longer. When required your data will then be deleted off our cloud, computer hardware, devices and back up hard drives. Paper copies of event schedules are destroyed after event completion. All event partners and professional services are requested to delete and destroy event schedules and correspondence excluding contracts and invoices within 48 hours of event completion.