

EVENT SUPPORT SOLUTIONS

Privacy Policy



Introduction

Event Support Solutions Ltd is a Technical Consultancy agency, providing a space plan auditing and exhibition administrative service to Exhibition Organisers.

We also respect the right to your privacy.

This Privacy Policy explains in detail the types of personal information we may collect about you when you interact with us. It also explains how we will store and handle that personal information, how we keep it safe, how you can exercise your privacy rights and how we combine data across the ESS Ltd board to build a picture for you.

'We' – Event Support Solutions Ltd, its subsidiaries and sub-contractors.

'Organiser(s)' – The event Organisers whom we are contracted to deliver services on their behalf.

'You' – Exhibitor, Contactor nominated point of contact, or Supplier to ESS Ltd.

Data Controller

Our data controller is Lianne Newton, Event Support Solutions Ltd, registered company address Office G2, The Old Town Hall, Ferneberga House, Alexandra Road, Farnborough, Hampshire, GU14 6DQ.

Company registration number, **07309578**

How we collect or obtain information about yourself

'We' may receive your information via the Exhibition Organiser or via third-party service providers, agent's subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on their behalf.

'We' may receive your information directly from you (Exhibitor, Contractor or Supplier), for the purposes of completing tasks and providing services to support your participation in the event and your contractual obligations with the Organiser(s).

Information we collect.

We collect; contact name, company name, company address, telephone, email and if applicable Invoice details for payment of services and additional construction fees such as engineer inspections.

How we use your information

To carry out our obligations arising from any contracts entered between ourselves, the Organisers and the Venues to provide you with the information, products and services that you request from us;

To notify you regarding your obligations arising from contracts between yourselves (Exhibitors) and the Organisers.

To notify you about changes to our services or ask your opinion on the services that we provide,

To notify you about changes in regulations,

To ensure that content from our site is presented in the most effective manner for you and for your computer,

To provide the 'Organisers' with regular updates on the success of our service.

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Disclosure of your information to third parties

We may share your information with selected third parties including: The Venue in which your event is being held, The Organisers, and sub-contractors who are working for us to fulfil our services.

If we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.

If we are under a duty to disclose or share your personal data to comply with any legal obligation, or to enforce or apply our terms of use or terms and conditions of supply and other agreements; or to protect the rights, property, or safety of Event Support Solutions Ltd, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

We may provide to sub-contractors (including but not limited to, sub-contractors of the Organisers in which you have entered into a contract with or our own sub-contractors who may be delivering a business process on our behalf.

Do we sell your information to third parties?

Under no circumstances do we sell your information to third parties.

How long do we retain your information?

We are obligated to keep our data for a minimum of 3 years.

How we secure your information

Your data is stored on the Event Support Solutions hard drive at our operations address, Office G2, The Old Town Hall, Ferneberga House, Alexandra Road, Farnborough, Hampshire, GU14 6DQ.

We have safeguards in place to ensure your data is secure.

Use of cookies – Including cookie policy

A cookie is a piece of data stored locally on your computer and contains information about your activities on the Internet. The information in a cookie does not contain any personally identifiable information you submit to our site.

On our website, we use cookies to track users' progress through the website, allowing us to make improvements based on usage data. We also use cookies if you log in to one of our online services to enable you to remain logged in to that service. A cookie helps you get the best out of the service and helps us to provide you with a more customised service.

Once you close your browser, our access to the cookie terminates. You can accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. To change your browse settings, you should go to your advanced preferences.

We are required to obtain your consent to use cookies. We have a cookies policy which can be seen [here](#). If you continue to use the website having seen the notice, then we assume you are happy for us to use the cookies described above.

If you choose not to accept the cookies, this will not affect your access to most of information available on our Website. However, you will not be able to make full use of our website.

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Transfers of your information outside the European Economic Area

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our shows are in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

1. If you contact us while you are outside the EU, your information may be transferred outside the EU to provide you with our services.
2. By submitting your personal information to us you agree to the transfer, storing or processing of your information outside the EU in the manner described above.

Your rights in relation to your information

You have a right to see all data we hold on you. If you would like us to release this to you, please write to us at the following address admin@eventsupportsolutions.com.

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request maybe subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you. If you wish to see details of any personal information that we hold about you, please email admin@eventsupportsolutions.com.

We will take reasonable steps to create an accurate record of any personal data you have submitted. However, we do not assume responsibility for confirming the ongoing accuracy of your personal data. You can update your personal data by contacting us via email at admin@eventsupportsolutions.com.

You have the right to have your personal data erased if the personal data is no longer necessary for the purpose which you originally collected or processed it for.

In addition, we currently do not use our data to market our services. Should this change in the future we will notify you by email.

Sensitive Personal Information.

We are not obligated under any contract to collect sensitive personal information. This is defined under GDPR as data consisting of racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, biometric data, data concerning health or sexual orientation.

Review of this policy.

We keep this Policy under regular review. Privacy policy last updated 24/05/2018 – 11:11am.