



Privacy notice – Website visitors, Supply Partners and Clients

Thank you for taking the time to stop by and read our Privacy Statement. We aim to be as open and transparent as possible with the people we deal with, so that you are fully informed about how we use the information you give us, and the information we gather from other places so that you can feel confident in our processes and the way we handle your information.

WHO ARE WE?

We're CFS Events Ltd, an independent Conference and Event Management company.

Our company registration number is 04590739.

Our ICO registration number is Z8954434.

Our postal address is CFS Events, Mindenhall Court, 17 High Street, Stevenage, Hertfordshire, SG1 3UN

Email: admin@cfsevents.co.uk

This Privacy Notice applies to the personal data processed by CFS Events and service providers appointed by us, when you do business with us, or if you use our website.

Where we are the organisation making the decisions about how to use the data, how long to keep it, who to share it with and more, we are the Controller.

We also act as a Processor for many of our clients who contract us to run events on their behalf. Those clients are the Controllers of that data, and if you have any questions regarding the data used by attending an event organised by one of our clients, please contact them directly.

HOW TO CONTACT US

If you have any questions about this Privacy Notice, if you think we've missed something out, or would like to contact us about any other matter, please use the following contact information and we'll be very happy to assist:

Email: admin@cfsevents.co.uk

Telephone: +44 (0) 1438 751519

HOW WE COLLECT PERSONAL DATA THROUGH OUR WEBSITE

If you contact us via the information provided on the website. In this instance, we will use the information you've provided to respond to your query. We don't re-use this information by adding you to marketing lists.

We also use analytics Cookies and monitor IP addresses, and our full cookie notice can be found here:



COOKIE NOTICE

We use cookies to enhance your browsing experience, analyze website traffic, and support our marketing efforts. Some cookies are essential for our website to function, while others help us improve your experience by providing insights into how our site is used.

WHAT ARE COOKIES?

Cookies are small text files stored on your device when you visit a website. They collect information about your browsing activity and help us provide a better experience.

TYPES OF COOKIES WE USE

Cookie	Domain	Description	Duration	Type
ga*	.cfsevents.co.uk	Google Analytics sets this cookie to store and count page views.	1 year 1 month 4 days	Analytics
_ga	.cfsevents.co.uk	The _ga cookie, installed by Google Analytics, calculates visitor, session and campaign data and also keeps track of site usage for the site's analytics report. The cookie stores information anonymously and assigns a randomly generated number to recognize unique visitors.	1 year 1 month 4 days	Analytics
_gid	.cfsevents.co.uk	Installed by Google Analytics, _gid cookie stores information on how visitors use a website, while also creating an analytics report of the website's performance. Some of the data that are collected include the number of visitors, their source, and the pages they visit anonymously.	1 day	Analytics
_gat_gtag_UA_*	.cfsevents.co.uk	Google Analytics sets this cookie to store a unique user ID.	1 minute	Analytics

wpEmojiSettingsSupports	cfsevents.co.uk	WordPress sets this cookie when a user interacts with emojis on a WordPress site. It helps determine if the user's browser can display emojis properly.	Necessary	session
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MANAGING COOKIES

You can manage or disable cookies through your browser settings. However, disabling certain cookies may affect your experience on our website.

- For more information on how to manage cookies, visit [link to external resource or provide instructions for popular browsers].
- To learn more about how we handle your personal data, please review our [Privacy Policy](#).

CONSENT

By continuing to browse our website, you consent to the use of cookies as outlined in this Cookie Notice.

HOW WE COLLECT PERSONAL DATA IN OTHER WAYS

We also collect data in the following ways:

1. Face to face, for example at an event
2. Via direct registration for one of our events
3. From you or your company in relation to invoicing and BAU operations.
4. From you or your company in relation to information needed to arrange travel and accommodation for one of our events

WHAT PERSONAL DATA DO WE COLLECT?

We only collect data which is necessary to provide our services, respond to business queries, and send marketing communications: name, email address, job title, company name, telephone number, business address, bank details (only if we need them), passport information (where needed to arrange international travel), and sometimes a photograph of you if we're promoting an event that you are speaking at, or writing an article for social media sites.

WHAT DO WE DO WITH YOUR PERSONAL INFORMATION?

The primary purpose we use to process your information is to arrange for you to attend an event or conference that you wish to book with us. This is to fulfil our contractual obligations.

We will also ensure that we fulfil our legal obligations regarding health and safety, accessibility and equality by ensuring that any dietary or accessibility accommodations are made when your request them.



If you have given us permission, we will use your data to maintain email, social media, telephone and offline contact with you using the legal basis of Consent under PECR and UKGDPR.

When you sign up to an event and opt to share your sign-up information with the sponsors of the event, we will share your basic information with them, so that they are able to contact you after the event.

We will always offer you an opt-out on every communication we subsequently send, so that withdrawing your consent is as easy as giving it. We ask that our event sponsors abide by our Code of Conduct regarding marketing communications too – so you should never receive unwanted communications from them.

We always give you the option to not be added to marketing lists, as well as an easy option to unsubscribe from our communications, should you wish to do so. Alternatively, please email us at admin@csfevents.co.uk to change your preferences or unsubscribe from our mailings.

If you are a client, we'll use your data to send you invoices for money owed, send purchase orders, or estimates for work to be undertaken.

We have a legitimate interest in adding your photograph to content we write to promote both you, and the events, along with a bio where appropriate. Obviously you don't need to provide photographs or a bio, and we will always respect your wishes if you don't want to supply them for inclusion.

HOW LONG DO WE KEEP YOUR DATA FOR?

There are statutory retention periods for some of the data we process, such as financial information, but other personal data will only be retained for the shortest period necessary for the purposes we are using it for. How long we retain data will vary depending on the specific purposes it is used for. We update our email newsletter lists on a very regular basis, to ensure those who are not engaged are removed, and if you've unsubscribed, or asked to be removed, this is done within 48 hours of us receiving it. Passport and other sensitive information is only held until the event is over, and then deleted. If you have a query about a specific retention period, we'd be happy to let you know.

IF YOU WON'T PROVIDE YOUR DATA

If you are unwilling to provide us with the data we need to engage with you, we won't be able to supply our services. If there are specific concerns about a particular piece of data, please call us to discuss, as we'd rather understand your concerns and work through them, so that we're all comfortable and able to work together.

WHO DO WE SHARE YOUR DATA WITH

As a general rule, we will not transfer your personal data to third parties without your permission.



There are some exceptions to this:

We need to share your personal data with the venue the events are held at, as well as with any accommodation or travel providers.

In order to ensure that your CPD points are awarded, we need to share your attendance and basic information with the applicable CPD Body.

If you do not pay your bills, we may choose to engage a third party to recover any money you owe us. We've never done this, but we have a legitimate interest to pursue money owed to us and we want to keep this option open to us.

It is possible, though unlikely, that we might be forced via a legal obligation to disclose your information in response to a court order or other binding mandate.

We use an external accountancy service and they have limited visibility of your personal business data for the administration of company financial affairs. We have a legitimate interest to allow our Accountant to have limited access to our client personal data in order to manage our accounts.

Like most organisations, CFS Events have a legitimate interest in the use a CRM to manage their data and record interactions. We have selected Salesforce as our CRM providers to hold sponsorship and exhibitor information. Salesforce have robust measures in place to ensure the privacy and security of the data entrusted with them, including ensuring the data stays within the EU where necessary. Salesforce have very limited access to this information, and only on the very rare occasion we need support from them.

Our accounting system is Xero, and if you are either a supplier or client, we will use our legitimate interests to add your business personal data to the system so that we can invoice you, pay your invoices and keep track of our business finances. Xero have very limited access to this information, and only on the very rare occasion we need support from them.

We also have a legitimate interest to use standard cloud SaaS providers (such as Microsoft Sharepoint, EventsAir and others, as needed) to store information that we need to, to allow our business to run smoothly.

WHAT HAPPENS IF OUR BUSINESS CHANGES HANDS?

We may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of Our business. Any personal data that you have provided will, where it is relevant to any part of our business that is being transferred, be transferred along with that part and the new owner or newly controlling party will, depending on the lawful basis, be permitted to use that data only for the same purposes for which it was originally collected by us.



In the event that any of your data is to be transferred in such a manner, you will be contacted in advance and informed of the changes.

YOUR RIGHTS REGARDING YOUR PERSONAL DATA

You have a number of rights under data protection law: these are:

Access: You have the right to access the personal data we may hold about you and the purposes for which we are using it. We may need to ask for proof of your identity and clarify the scope of the request. .

Rectification: You have the right to request that we amend any personal data which is incorrect or requires updating.

Object: The Right to Object to marketing is absolute. We will always unsubscribe you when asked. Otherwise, this Right is applicable under certain circumstances. If you exercise this Right, we will deal with your request based on the lawful basis we're using to process your data, and the individual circumstances surrounding the processing.

Erasure: The Right to Erasure is limited. We will assess any deletion request on a case by case basis. Please note when you unsubscribe from communications we will not normally completely erase all of your details, but suppress them, to ensure you are not contacted again in future. If you prefer to be erased completely from our files, please do let us know. In all cases, we will endeavour to respond to you as soon as possible, at most within one calendar month. There are exceptions that would allow us to extend the legal response timeframe to three months (Right of Access) – but that will be rare, and we will always keep you informed.

If you would like to exercise any of these rights, please use the following contact details:

Email: admin@cfsevents.co.uk

Address: CFS Events, Mindenhall Court, 17 High Street, Stevenage, Hertfordshire, SG1 3UN
Alternatively, you can unsubscribe from marketing using the link in our emails or call + +44 (0) 1438 751519

THIRD COUNTRY TRANSFERS

Where we need to arrange international travel on your behalf, we will need to share personal data such as name, job title, dob, with the event venue, and the accommodation provider. If the venue or hotel is within the EU, or Ireland, we use the Adequacy Agreements between the respective countries to transfer the data. Where the venue or hotel is in the US or Canada, the mechanism used is that the transfer is necessary for the performance of a contract between the data subject and the controller.

EXTERNAL LINKS

If you follow links to other sites from our website your data will be subject to the privacy policies of those sites. You should refer to these policies before providing your data.

UPDATES TO THIS STATEMENT

We review and update this Statement regularly to take account of changes to our processing and regulatory changes. We encourage you to review it from time to time. If we make any significant changes to this Statement, we will endeavour to communicate this to you where possible.



IF YOU WISH TO COMPLAIN

If you have a complaint about how we have processed your data, we would ask you to please contact us in the first instance so that we may take steps to remedy the issue. You are of course also entitled to refer your complaint to the Information Commissioner's Office by visiting their website at ico.org.uk

HOW YOU CAN REACH US

CFS Events, Mindenhall Court, 17 High Street, Stevenage, Hertfordshire, SG1 3UN

Tel +44 (0) 1438 751519

Email: admin@cfsevents.co.uk

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