



Wow Event Hire Limited Privacy Notice

Who we are

Wow Event Hire Limited are an event hire company based in Cardiff. We will only use your personal information to deliver the products and services you have requested from us, and to meet our legal responsibilities.

How we will use the information about you

Here at Wow Event Hire Limited we take your privacy seriously and will use your personal information in several ways which will help us meet your needs as a client.

We may obtain information about you from our website when you contact us about our products and services or from event venues who you have contacted previously about a specific event.

We will not disclose your information to any company outside of the venue where your event is being held, except to help prevent fraud or if required by law to do so.

Your Personal Data:

What we need

Wow Event Hire Limited will be what is known as the 'processor' or 'controller' of the personal data you provide to us. We collect personal data about you which may also include any special types of information or location-based information.

We also gather

Name, address, telephone number and e mail address

Why we need it

We need to know your basic personal data to provide you with an accurate recommendation for your personal circumstances. We will not collect any personal data from you we do not need to provide and oversee this service to you.

For processing of data to be lawful under GDPR Wow Event Hire Limited use;

- (a) Consent: the individual has given clear consent for you to process their personal data for a specific purpose.
- (b) Contract: the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.
- (c) Legal obligation: the processing is necessary for you to comply with the law (not including contractual obligations).

What we do with it

All the personal data we use is controlled by Wow Event Hire Limited in the UK, however, for the purposes of IT hosting and maintenance, this information is located on servers within the European Union. No 3rd parties



have access to your personal data unless the law allows them to do so. We have a Data Protection regime in place to oversee the effective and secure processing of your personal data.

We may pass your data to event venues to provide you with offers of products suitable to meet your customer requirements.

Your data is stored electronically on our password protected system. Our server is based in the UK.

How long we keep it

We are required under regulation to keep your basic personal data, such as name, address, contact details for a minimum of 6 years, after which time it will be destroyed. The information used for marketing will be kept with us until you notify us that you no longer wish to receive this information.

What are your rights?

If at any point you believe retained information is incorrect you can request to see this information and even have it corrected and possibly deleted. Providing you with this information is free of charge, but charges may apply for excessive requests.

If you wish to raise a complaint on how we have handled your personal data, you can contact our operations manager who will investigate the matter.

Where relevant, you have the right to withdraw consent and object at any time and this means that we cannot process your data provided without your consent.

More information about your rights can be found on the Information Commissioners website.
<https://ico.org.uk/>

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO).

Our Operations Manager is Rhian Marrin and you can contact them at info@woweventhire.co.uk