

PRIVACY POLICY for JAMIE LONSDALE & FRIENDS

1. IMPORTANT NOTICE

This privacy policy sets out how Jamie Lonsdale & Friends uses and protects any information that you give Jamie Lonsdale & Friends. Jamie Lonsdale & Friends is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when signing up to the mailing lists or requesting tickets or Cds, then you can be assured that it will only be used in accordance with this privacy statement.

We take your privacy seriously and use your personal data as further explained in this Privacy Policy. We are the "controller" of the personal data you provide to us, registered with the Office of the Information Commission, under registration number ZA255854.

You have the right to object to us processing your personal data for our legitimate business interests or for direct marketing purposes. For more information about your rights and how you can exercise them, please see the section [Your Rights](#).

2. PERSONAL DATA WE MAY COLLECT AND WHY

Personal data is any information which identifies you personally whether directly (for example, your name) or indirectly (for example, information about concerts you attend).

We may collect the following data about you:

- **Contact details:** your name, email address, postal address, telephone number, so that we can contact you in relation to Jamie Lonsdale & Friends news and events;
- **Correspondence:** we collect any additional personal data you may provide to us from time to time if you contact us via email, letter or telephone;
- **Transaction details:** we collect information relating to concerts you attend, number of tickets reserved, CD purchases

3. COOKIES

WHAT ARE COOKIES?

Cookies are short piece of text that are stored on your device, in order to help a website to remember who you are and other information about your visit to the site. Cookies are stored on your computer, table or smartphone.

A. WHAT COOKIES ARE USED ON www.jamie-lonsdale.com SITE

- **Analytics** – We use analytics cookies to help us understand how users engage with our Site. An example is counting the number of different people coming to our Site or using a particular feature, rather than the total number of times the site or feature is used. Without this cookie, if you visited our Site once each week for three weeks we would count you as three separate users. We would find it difficult to analyse how well our Site was performing and improve it without these cookies.

The Jamie Lonsdale & Friends website DOES NOT use User cookies. No personal data is collected DIRECTLY from the website www.Jamie-lonsdale.com. Data is only collected when you sign up to the mailing list or you contact us directly via email, phone or letter.

4. HOW WE USE YOUR PERSONAL DATA

We use your personal data for the following purposes:

- **To provide you with the products and services you have requested.** We use your personal data to accept you as a new or returning customer to provide you with the tickets or CD's you have requested.
- **To send you service communications.** We use the contact details you have provided to us so that we can communicate with you about the events and news, including letting you know about major changes to those products and services or to any related information.
- **Direct marketing.** If you have provided your consent or we otherwise have the right to do so, we may use your contact details to send you direct marketing and keep you informed of news and events by email, relating to Jamie Lonsdale & Friends.

You can unsubscribe from our direct marketing at any time by clicking the "Unsubscribe" link in any of our emails or by contacting info@jamie-lonsdale.com

- **To track your usage of our website, communications, products and services** We use cookies and similar technologies to track your activity on our Site and mailshots so that we can provide important features and functionality on our Site, monitor its usage, and provide you with a more personalised experience.
- **To provide and improve customer support** We use your personal data to be able to provide and improve the customer support we provide to you (for example, where you have questions about our products and services).
- **To maintain our records and improve data accuracy** Like any business, we process personal data in the course of maintaining and administering our internal records. This includes processing your personal data to ensure that the information we hold about you is kept up to date and accurate.
- **To respond to enquiries, complaints and disputes** We use the personal data we hold about you to help us respond to any enquiries or complaints you have made, or deal with any dispute which may arise in the course of us providing our products and services to you, in the most effective manner.

5. LEGAL GROUNDS FOR PROCESSING

Data protection law requires us to only process your personal data if we satisfy one or more legal grounds. These are set out in data protection law and we rely on a number of different grounds for the processing we carry out. These are as follows:

CONSENT

In certain circumstances, we process your personal data after obtaining your consent to do so for the purposes of:

- sending you marketing communications about our products and services;
- conducting marketing research;

NECESSARY FOR THE PERFORMANCE OF A CONTRACT AND TO COMPLY WITH OUR LEGAL OBLIGATIONS

It is necessary for us to process your basic contact details, payment details and information about the business you represent for the performance of business between us. In particular, we rely on this legal ground to:

- provide you with the products;
- communicate with you about the products and services that we provide to you, including to let you know about major changes to those products and services or to any related information;
- provide and improve customer support; and
- notify you about changes to our service

If you choose not to give some or all of the aforementioned information to us, this may affect our ability to provide our products and services to you.

In certain circumstances, we also use your personal data, only to the extent required, in order to enable us to comply with our legal obligations, including to detect, investigate and prevent fraud.

NECESSARY FOR THE PURPOSES OF OUR LEGITIMATE BUSINESS INTERESTS OR THOSE OF A THIRD PARTY

It is sometimes necessary to collect and use your personal data for the purposes of our legitimate interests as a business, which are to:

- provide you with products and services that are as useful and beneficial as possible, including by personalising our contact with you and making sure we tell you about all the offers that are relevant to you;
- better understand our customer base so that we can improve our products and services and marketing activities (which could also benefit you);
- comply with our contractual obligations to third parties;
- develop and improve our Site to enhance the customer experience;
- respond to any enquiries or complaints you have made, or deal with any dispute which may arise in the course of us providing our products and services to you; and
- to ensure that content from our Site is presented in the most effective manner for you and for your computer;
- ensure effective operational management and internal administration of our business, document retention, compliance with regulatory guidance and exercise or defence of legal claims.

Where we think there is a risk that one of your interests or fundamental rights and freedoms may be affected, we will not process your personal data unless there is another legal ground for us to do so (either that we have obtained your consent to the processing or it is necessary for us to perform our contract with you or to comply with our legal obligations).

6. WHO WE SHARE YOUR PERSONAL DATA WITH

We may provide your personal data to our service providers, who provide certain business services for us, for example **Mailchimp** who we use to service the mailing list. In addition, we may disclose your personal data if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to protect the rights, property, or safety, of our business, our customers or others. This includes, in specific cases, exchanging information with other organisations for the purposes of fraud protection.

In some cases, the personal data we collect from you may, for the purposes set out above, be transferred outside the European Economic Area (EEA) and such destinations may not have laws which protect your personal data to the same extent as in the EEA. We are required by data protection law to ensure that where we or our "processors" transfer your personal data outside of the EEA, it is treated securely and is protected against unauthorised access, loss or destruction, unlawful processing and any processing which is inconsistent with the purposes set out in this Privacy Policy.

7. HOW LONG WE KEEP YOUR PERSONAL DATA FOR

We retain your personal data for no longer than is necessary for the purposes(s) for which it was provided. What this means in practice will vary between different types of data. When determining the relevant retention periods, we take into account factors including:

- legal obligation(s) under applicable law to retain data for a certain period of time;
- statute of limitations under applicable law;
- potential or actual disputes; and
- guidelines issued by relevant data protection authorities.

Otherwise, we securely erase your personal data from our systems when it is no longer needed.

8. YOUR RIGHTS

You have the following rights regarding your personal data:

Under certain circumstances, by law you have the right to:

- Request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).

- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal information to another party.
- Withdraw consent in the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we are required to continue to process your information in accordance with another lawful basis which has been notified to you.

9. HOW TO CONTACT US

If you would like to exercise your data protection rights or if you are unhappy with how we have handled your personal data, please feel free to contact our Nominated Person for Data Protection on **01367 820 599** , or write to us at Jamie Lonsdale & Friends, Old Village Hall, Kingstone Lisle, Nr Wantage, Oxfordshire, OX12 9QX

If you're not satisfied with our response to any enquiries or complaint or believe our processing of your personal data does not comply with data protection law, you can make a complaint to the Information Commissioner's Office (ICO) by:

- writing to: Information Commissioner's Officer, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF;
- calling: 0303 123 1113; or
- submitting a message through the ICO's website at: <https://ico.org.uk/concerns/>

10. LINKS TO OTHER WEBSITES

Our website/mailshots may contain hyperlinks to websites owned and operated by third parties. This Privacy Policy does not apply to those other websites. We encourage you to read the privacy statements on the other websites you visit, as they will govern the use of any personal data you provide when visiting those websites. We do not accept any responsibility or liability for the privacy practices of such third-party websites and your use of such websites is at your own risk.

11. CHANGES TO THIS PRIVACY POLICY

This Privacy Policy was last updated on 12 June 2018