

## **Who we are**

Jemstone Events are an Events Company, our registered address is . Jemstone Events, Unit 19D Urban Road Business Park, Kirkby In Ashfield, Nottm, NG17 8AP

## **Introduction and general terms**

Jemstone Events (“we”), and the people we seek to serve, are dependent on the bookings and hire from the public and corporate/businesses. Jemstone Events (“we”) promises to respect any personal data you share with us, or that we get from other organisations , such as when you give your consent for a response to an enquiry you have made (Website, Social Media) to share your personal information with us and we commit to keeping it safe. We aim to be clear when we are collecting your personal information and we will not do anything you wouldn’t reasonably expect with it.

Developing a better understanding of our clients through their personal data allows us make better decisions, work more efficiently and, ultimately, helps us to save and improve the services that we provide.

This privacy policy explains the following:

- what personal information we may collect about you including through the use of cookies;
- how we will use personal information we collect about you;
- our commitment to keep your information secure on what occasion it might be

shared with anyone else;

- how we keep your personal information up-to-date;
- how long we keep your personal information for;
- your choices and rights to know what we know about you, make changes or ask us to

stop using your personal information;

We are committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all laws concerning the protection of personal information, including the Data Protection Act 1998 and the Privacy & Electronic Communications (EC Directive) Regulations 2003.

## **Links to third party websites**

This website contains hyperlinks to websites owned and operated by third parties. These third party websites have their own privacy policies, including policies on their use of cookies, and we urge you to review them. They will govern the use of personal information you submit or which is collected by cookies whilst visiting these websites. We cannot 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.

## **What information will Jemstone Events collect about you?**

The type and quantity of information we collect and how we use it depends on why you are providing it.

### **Enquiries**

If you enquire with us, for example submit a form on our website, we will usually collect:

- Your name
- Your contact details
- Your requested Product
- Your chosen hire details such as venue and timings

Where it is appropriate we may also ask for:

- Information relating to a booking (for example, Bank/Credit Card details if making a payment)
- A review about our services after your event has completed.

## **How Jemstone Events will use the information we collect about you**

### **We will mainly use your personal information to:**

- Provide you with the services, products or information you asked for
- Administer your booking/enquiry
- Support your requirements
- Keep a record of your relationship with us
- Ensure we know when we can contact you
- Understand how we can improve our services, products or information.

### **Cookie policy**

If you enter your details onto one of our online forms, and you don't 'send' or 'submit' the form, we may contact you to see if we can help with any problems you may be experiencing with the form or our websites.

Jemstone Events also uses cookies. Cookies are small text files on your device. They are made by your web browser when you visit a website. Every time you go back to that website, your browser will send the cookie file back to the website's server. They improve your experience of using a website, for example, by remembering your preference settings and by measuring your use of a website to ensure that it meets your needs.

We may also use your personal information to detect and reduce fraud and credit risk.



### **We might use your personal information:**

#### **So that we can understand our clients better**

Build profiles and target communications to similar clients.

We use generic profiling and screening techniques to ensure communications are relevant and timely, and to provide an improved experience for our clients.

When building a profile we may analyse geographic, demographic and other information relating to you in order to better understand your interests and preferences in order to contact you with the most relevant communications.

#### **To keep you informed and ask for additional support**

We may also use your personal information to let you know about services you may be interested in via email. If you don't want to hear from us, that's fine. Just let us know when you provide your personal information or write to us: . Jemstone Events, Unit 19D Urban Road Business Park, Kirkby In Ashfield, Nottm, NG17 8AP or Email: jemstoneuk@gmail.com

We do not sell or share personal information to third parties for the purposes of marketing. But, if we run an event in partnership with another named organisation your personal information may need to be shared, but we will always ask for your consent to do this. We will be very clear what will happen to your personal information when you provide it to us.

#### **To understand and promote your story**

Some clients choose to tell us about their experiences with Jemstone Events to help further our clientele. They may submit a review form or rate us online or on social media. This may include them sharing biographical and contact information.

If we have the explicit and informed consent of the individuals, or their parent or guardian if they are under 18, this information may be made public by us at events, in materials promoting our work, or in documents such as our website forms.

### **How we keep your information secure on what occasion we might share your information with anyone else**

Jemstone Events will not, under any circumstances, share or sell your personal data with any third party for marketing purposes and you will not receive offers from other companies or organisations as a result of giving your details to us.

We ensure that there are appropriate technical controls in place to protect your personal information.

We undertake regular reviews of who has access to personal information that we hold to ensure that your personal information is only accessible by those who have a need to access it.

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We use external agencies, such as, email and SMS broadcasters to collect or process personal data on our behalf. Such agencies can only act in accordance with our instructions. We do comprehensive checks on these agencies before we work with them, and put a contract in place that sets out our expectations and requirements; especially regarding how they manage the personal information they have collect or have access to.

### **How we keep your information up-to-date**

We really appreciate it if you let us know if your contact details change.

You can update your personal information by emailing us on: [jemstoneuk@gmail.com](mailto:jemstoneuk@gmail.com), writing to us at . Jemstone Events, Unit 19D Urban Road Business Park, Kirkby In Ashfield, Nottm, NG17 8AP by Telephone: 07455 963690

You may also opt out of marketing emails at any time by clicking the unsubscribe link in any marketing email from Jemstone Events or write to us . Jemstone Events, Unit 19D Urban Road Business Park, Kirkby In Ashfield, Nottm, NG17 8AP, by Telephone: 07455 963690

### **How long we keep it your information for**

We will hold your personal information on our systems for as long as is necessary for the relevant activity, for example:

- we will keep a record of donations for at least 1 year to remain in contact with your regarding an earlier booking.
- we will keep your event information on file until 3 months after the event is completed

More specifically:  
Objections to direct marketing

If you request that we stop sending you marketing materials we will keep a record indefinitely of your contact details and appropriate information to enable us to comply with your request not to be contacted by us.

Content provided by you

Where you contribute material to us, e.g. user generated content or in response to a particular marketing campaign or event we will generally only keep your content for as long as is reasonably required for the purpose(s) for which it was submitted unless otherwise stated at the point of generation.

**Your choices and rights to know what we know about you, make changes or ask us to stop using your data**

Under the Data Protection Act you have the right to request a copy of the personal information we hold about you and to have any inaccuracies corrected. We do not accept these requests by email so we can ensure that we only provide personal information to the right person.

Please address requests and questions about this or any other question about this Privacy Policy to the . Jemstone Events, Unit 19D Urban Road Business Park, Kirkby In Ashfield, Nottm, NG17 8AP, by Telephone: 07455 963690

You have a right to ask us to stop processing your personal data, and if it's not necessary for the purpose you provided it to us for (e.g. processing your booking, registering you for an event or complying with your request not to contact you) we will do so. Jemstone Events, Unit 19D Urban Road Business Park, Kirkby In Ashfield, Nottm, NG17 8AP, by Telephone: 07455 963690 if you have any concerns.