

## Rotaia Media Limited Customer Privacy Policy

This Customer Privacy Policy governs the collection and use of personal information relating to potential and existing customers of Rotaia Media Limited.

Rotaia Media Limited is committed to abiding by this Customer Privacy Policy, as well as the requirements of applicable laws, in the operation of its business. Please read this policy carefully as it explains the kinds of personal information we collect about you and how it is handled. Rotaia Media Limited knows that you care how information about you is used and shared and we appreciate your trust in us to do that carefully and sensibly.

This privacy policy forms part of our website Terms and Conditions. It also explains how we handle any personal data shared with us through this site, with respect to the data protection laws of England and Wales and the EU's General Data Protection Regulation ('GDPR').

By visiting [www.rotaiamedia.com](http://www.rotaiamedia.com) or any of the event websites Rotaia Media Limited produce, you are accepting and consenting to the practices described in this Privacy Policy. If you do not agree with this policy, please log off and clear your browser of any cookies which may have been placed in your browser by our site in the interim. The Website is brought to you by Rotaia Media Limited. Rotaia Media Limited believes it is important to protect your Personal Data (as defined in the Data Protection Act 1998 and the GDPR) and we are committed to giving you a personalised service that meets your needs in a way that also protects your privacy. This policy explains how we may collect Personal Data about you. It also explains some of the security measures we take to protect your Personal Data, and tells you certain things we will do and will not do.

When we first obtain Personal Data from you, or when you take a new service or product from us, we will give you the opportunity to tell us if you do want to receive information from us about other services or products (as applicable). It will be presumed you do not want further details from us and you will be asked to "opt in". You may change your mind at any time by emailing us at the address below. We never sell your personal data to any third party. We only share your data with third parties where it is required to do so by law and or to deliver the information and or services you have requested from us. This would also only be done with respect to the laws of England and Wales and the EU's General Data Protection Regulation.

The GDPR gives you important rights over your data which are outlined in this document.

For the purpose of the Data Protection Act 1998, contact the Data Coordinator, Rotaia Media Limited, Kendal House, Unit 6, Pound Lane, Kingsnorth, Ashford, Kent, TN23 3EJ, United Kingdom. By your continued use of our services (including our web sites), you consent to the collection and use of your personal information for the purposes set out in this Customer Privacy Policy.

### Collection and use of personal information

We will generally let you know at the time of collection how we intend to use your personal information. Usually, we collect personal information about you which we require to respond to your enquiries for payment processing and for the provision of goods and services to you. We also process your personal information where we are required to do so by law, and for the exercise or defence of legal claims. From time to time, we may contact you for research purposes, or to tell you about our special offers and other services in accordance with your contact preferences. Where appropriate, we will obtain your consent to do so. Personal information collected from you may include your name, postal address, email address, landline or mobile telephone number, delivery

details as well as other non-sensitive personal information. If you use our web sites, we may also collect information about you or your computer when you browse to allow you to use the services available. Credit card information is used only for payment processing via secure environments. We will not store or retain your credit card information.

### **Website usage & cookies**

If you are using our web sites, we will use your personal information to help you to log on to your account and into restricted areas of our web sites and to permit future use of the web sites. We may use your IP address to help diagnose problems with our server, or to administer our web sites. We may conduct analyses of user traffic to measure the use of our sites and to improve the content of our web sites and our services. These analyses will be performed through the use of IP addresses and cookies. We may also use cookies to enable the signing in process after you have registered with us and to provide you with more tailored information when you return to our web sites. A cookie is a piece of information that is stored on your computer's hard drive by your web browser. Most browsers accept cookies automatically, but usually you can alter the settings of your browser to prevent automatic acceptance. If you reject the use of cookies please note that the efficient operation of the web site that you are using may be affected. Most of the advertisements that you see on the web sites are generated by third parties who may use cookies to track viewing of their advertisements and for other purposes specified in their own privacy policies. We have no access to or control over these cookies (although we may use statistical information provided to us – not containing personal information – arising from these third-party cookies to improve the targeting of advertisements to you and other users of the web sites). You can obtain further information about third party privacy policies or disable their cookies by visiting their web sites. You can find out more about how to control cookies in some of the most popular browsers here:

- Internet Explorer
- Google Chrome
- Firefox
- Safari
- Opera
- Microsoft Edge

### **Third party**

We will only disclose personal information about you internally and to third parties for processing purposes associated with payment processing, the supply of goods and services, for web site administration, or elsewhere when you have consented to such disclosures, or where such disclosures are required or permitted by law. These third parties we contractually bound only to use personal information to perform the services that we hire them to provide. Where you have agreed that we may do so, we may lease or rent your personal information to selected third parties for their postal or telephone marketing use.

### **Transfer of data**

Third party data processors, advertisers, exhibitors and other such business relationships outside of the EEA, are required to take adequate technical and organisational safeguards to protect personal information. We also take measures to ensure that personal information transferred by us outside of the EEA is adequately protected.

### **Email capture**

Rotaia Media Limited may from time to time send updates about our products and services. By providing your email address you consent to being contacted by email for direct marketing purposes by Rotaia Media Limited. We will only use your personal information fairly and securely and will never do anything with it that could be considered irresponsible. Collecting and sending you

information is a crucial part of us being able to offer you a professional service which provides you with the support and platform to grow your business. We will only use your information for uses that can fairly be deemed to be in your best interests. If at any time you no longer wish to receive anything from Rotaia Media Limited, please write to the Data Coordinator, Rotaia Media Limited, Kendal House, Unit 6, Pound Lane, Kingsnorth, Ashford, Kent, TN23 3EJ, United Kingdom.

## **Mobile phone number capture**

Rotaia Media Limited may from time to time contact you about this product and other relevant Rotaia Media Limited products and services. By providing your mobile number you consent to being contacted for direct marketing purposes via voice calls or SMS by Rotaia Media Limited.

## **Security of personal information**

We use administrative, technical, and physical measures to safeguard personal information against loss, theft and unauthorised uses, access or modifications. Certain areas of our web sites may be password protected. If you are a user of our web sites and have a password, you can help to preserve your privacy by ensuring that you do not share your password with anyone else. Payments made via our web sites are processed in a secure environment. We take steps to regularly validate the personal information we hold to ensure that the information is accurate and, where necessary, up to date.

## **Key rights according to General Data Protection Regulation**

The GDPR gives you important rights over your data. This means you can:

Object to your data being processed

- Ask us to delete it
- Ask us to rectify it
- Ask us to restrict the use of it
- Ask for access to it
- Ask for it to be ported (transferred)
- Confirm what data we process and why

You can submit what's called a Subject Access Request to us – at any time – in relation to your rights above by contacting us. We comply with these requests within one month (unless there are mitigating circumstances e.g. legal reasons not to.)

## **Purging (deleting) your personal data**

You may also instruct us to purge (delete) any and all information we hold about you at any time. We will endeavor to do this with respect to your wishes and compliance with the applicable laws of England and Wales and or EU laws and regulations i.e. GDPR. We will endeavour to delete all the information we hold about you in the time frame you request, but depending on the nature of your request, and any third parties involved, this may not be possible. This is because of our legal obligation to retain certain types of customer information for certain time periods e.g. for tax and or accounting purposes, we may need to keep your contact details on file for longer periods if they appear on an invoice or receipt for example. In any and all cases, we only ever keep information on file for as long as it is needed with respect to the services you have enquired about and or that we have agreed to provide you, or to meet a legal requirement.

## **Access to personal information**

Your right under the General Data Protection Regulation (GDPR) allows you to see the data that we hold about you. If you would like to know the details of what we do hold about you or would like to change them, please contact: Postal Address: Data Coordinator, Rotaia Media Limited, Kendal House, Unit 6, Pound Lane, Kingsnorth, Ashford, Kent, TN23 3EJ, United Kingdom  
Telephone: +44 (0)7904 374271

**Changes to Customer Privacy Policy**

We reserve the right to add to or amend this privacy policy at our sole discretion, without prior notice to you. Please review our privacy policy on a regular basis to make sure you have read the latest version and you understand what we do with your personal information. Your continued use of our services or our web sites following the posting of changes to these terms means that you consent to those changes.

**Finding out more about your rights under GDPR**

You can find out more about your rights according to GDPR by visiting the Information Commissioner's website (UK).

**Changes to this policy**

We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes. If you have any questions about this policy, please contact us as soon as possible and we will endeavour to answer your question as quickly and clearly as we can.

**More information about Data Protection**

The website of the Information Commissioner's Office (UK) also has to more detail about data protection and your rights.

**This policy was updated on the 25th May 2018**