



# PRIVACY AND COOKIE STATEMENT

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Your privacy is very important to us. We will never misuse or sell your data to anyone. We ensure any data we hold is stored securely. We use cookies to improve your experience on our website.

This privacy policy sets out how Freshly Squeezed International Events Limited, trading as Freshly Squeezed Events, uses and protects any information that you give us when you use this website.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our services or our website, then you can be assured that it will only be used in accordance with this privacy statement.

We reserve the right to change this privacy policy as deemed necessary from time to time or as required by law. Any changes will be immediately posted on this website and you are deemed to have accepted the terms of the privacy policy on first use of the website following the alterations.

## WHO ARE WE?

Freshly Squeezed International Events Limited is a privately-owned UK company specialising in corporate event management. We trade as Freshly Squeezed Events.

Any personal information provided to or gathered by us is controlled by Freshly Squeezed International Events, a company registered in England at: Index House, St Georges Lane, Ascot, Berkshire, SL5 7ET. Registered number: 8168283.

## DATA SECURITY

Data security is of the utmost importance to us and we are committed to ensuring information we collect from you is secure. In order to prevent unauthorised access or disclosure, we have put in place physical, electronic and managerial procedures to safeguard and secure the information we collect online and offline.

## WHAT INFORMATION DO WE COLLECT?

Information that you provide to us when visiting on our website, completing an online enquiry form, an online or offline booking form, filling, subscribing to mailing lists and newsletters, participating in market research and when contacting us both on and offline including:

- Contact information including your name, address, phone number(s) and email.
- Demographic information such as preferences, interests, age and family information.
- Information relating to your event such as feedback questionnaires, reviews, image or video uploads, event enquiries and marketing requests.
- Information relating to quoting and booking an event including information relating to the group, such as names, emergency contacts and special assistance needs, such as any disability or medical or dietary restrictions (which may disclose your religious beliefs), passport information, dates of birth, insurance information, visa information, country of residence and nationality.
- We **do not** store financially sensitive information such as credit card numbers, bank details or security numbers.
- Information automatically received by us when you use the website, access our marketing information or contact us by email or phone including such as browsing and search history. We may also use industry standard software tools such as Google Analytics to measure and collect session information, time visiting specific pages, page interaction and repeat visits.



- The domain and IP address that your computer uses to connect to the internet; your computer, browser, operating system, internet connection, referral information, search terms and other standard information collected by default by tools such as Google Analytics.
- Telephone information including phone numbers, call duration and call recordings that we use for training and quality control.
- Third party information about you from other sources which we may add to our account information. For example, we update address information using data from the Royal Mail "Change of Address" File, which we may use to correct our records.

### **WHAT WE DO WITH THE INFORMATION WE GATHER**

We require this information to understand your needs and provide you with the best service, and for the following reasons:

- Internal record keeping, auditing and regulation purposes.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- We may use the information for marketing purposes to display adverts on our or other websites based upon your prior visits to our website, preferences and contact with us.
- We may use your information to contact you for market research purposes.
- We may use the information to personalise and customise the content of our website according to your interests.

We may contact you by email, phone or mail unless requested otherwise.

### **HOW WE USE COOKIES**

A cookie is a small text file that is stored on your computer or other device when you visit a website. They are very widely used in order to make websites function properly, or more efficiently, as well as provide information to the owners of the site.

Cookies help us provide you with a better website. A cookie in no way gives us access to your computer or any personal information about you, other than the data you choose to share with us. We use cookies to collect information about your usage of our website. This helps us to give you the best possible user experience.

Third party vendors, including Google, may show Freshly Squeezed Events adverts on sites on the internet and use cookies to serve adverts based on a user's prior visits to our website. Users may opt out of Google's use of cookies by visiting the [Google advertising settings](#) page.

By using our website, you imply consent to the use of cookies. However, if you do not consent to the use of cookies, please ensure that your browser or computer/device is set to reject or prompt before accepting third party cookies.

### **WHO ELSE MAY SEE YOUR DATA**

In order to respond to your event request, we may need to disclose some of your information to our partners including: travel companies such as flight agents, hotels, chalet owners/operators, airlines, ground handlers, ski schools, ski rental shops, activity providers, restaurants and car hire companies.

We only pass on information that is required in order to fulfill the booking or enquiry, such as name and address to delivery companies and name and passport information to airlines.



In order to maintain and understand our data as accurately as possible to give you the best possible guest experience, we may occasionally use the services of external specialist companies for data cleaning and data analysis. Data is protected by a non-disclosure agreement and data is not stored after any work has been completed.

Please be aware that due to the nature of our business and of the internet, information and data you provide may be transferred outside the country where it is submitted to us. If you are submitting information or data from a country within the European Economic Area (EEA) it is possible that it may be transferred outside the EEA, where data privacy regulations may differ from within the EEA.

Advanced Passenger Information (API) is required by many countries prior to arrival (or departure). API information includes personal identity information such as name, passport details, visa information, nationality, transit and destination data. Airlines and transport companies are required to transmit this information by law and data entry is requested at the time of ticket issue. To comply with these regulations, we pass the relevant information to the flight provider and/or transport companies who transmit the information to the relevant authorities.

### **CONTROLLING YOUR PERSONAL INFORMATION**

We will not sell or distribute your personal information to third parties unless we have your permission or are required by law to do so.

You may choose to restrict the collection or use of your personal information in the following ways:

- You may update and request details of any personal information which we hold about you by contacting us at any time.
- You may unsubscribe using the links on our marketing emails or you may contact us to unsubscribe for any or all marketing activity by contacting our data protection officer.
- You may exercise your right to be forgotten by contacting us.
- You have the right to ask for a copy of any personal data held by us by contacting us. We aim to respond to any such requests within 30 days.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the address below. We will promptly correct any information found to be incorrect. We can be contacted by writing to Freshly Squeezed International Events Limited, Index House, St George's Lane, Ascot, Berkshire, SL5 7RT or emailing [info@freshlysqueezedevents.com](mailto:info@freshlysqueezedevents.com)

### **LINKS TO OTHER WEBSITES**

Our website may contain links to other websites which we feel are relevant or of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. This privacy policy does not extend to your use of such websites.

### **GENERAL**

You may not transfer any of your rights under this privacy policy to any other person. We may transfer our rights under this privacy policy where we reasonably believe your rights will not be affected.

If any court or competent authority finds that any provision of this privacy policy (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this privacy policy will not be affected.



Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.

This Agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the English and Welsh courts.

#### **CONSENT**

By using this website, you accept this privacy policy. By providing your personal data, you consent to the use, processing, storing, transferring and disclosing of your information and data referred to in this policy statement for the purposes set out in this privacy policy statement.

This policy was last updated on 24 May 2018