

BRIDGWATER GUY FAWKES CARNIVAL - PRIVACY POLICY



How we obtain your personal data?

All data we obtain is only provided by you, we do not source data from anywhere else.

You may supply us with data via an online form, via the telephone, by post or personal visit. The normal data required would be your name, address, email address, telephone number and, if you are placing an order, details of your requirements and payment details.

What do we do with your personal data?

We will use your personal data as supplied to promote, organise and run Bridgwater Carnival. You may at any time ask us to delete your details from our records.

We will not share your details with any other organisation apart from details received in connection with an entry into our carnival or concerts. The Somerset County Guy Fawkes Carnival Association (SCGFCA) consisting of eight separate carnivals use a single online and manual entry form to enter one or any of the carnivals. Information received for the purpose of entering any of the eight processions will be shared with affiliated SCGFCA member organisations.

Why do we need your personal data?

There are many reasons why we need your data, it may be that -

- a) You have placed an order with us on our online shop, by post or personal contact.
- b) You have applied to become a "Friend of Bridgwater Carnival".
- c) You have submitted an entry form for our carnival procession or carnival concerts.
- d) You assist with the running of our carnival by being a judge or marshal.

In all the above scenarios, and any other circumstances, we will need your details in order to be able to contact you.

Notes to the above

In a) - we will store the information, which you have provided, securely for approximately 15 months to ensure any queries with your order can be dealt with promptly. If you are happy to receive future marketing information from us you will need to advise us by ticking the "Opt In" box on the order form, you can ask us to delete your information at any time. If you do not tick the box we will not retain your data for future contact.

All payments taken by us online are processed by PayPal and we do not see any of the card details and therefore no information is retained by us. If you set up an account when ordering online, this will remain live until you ask us to cancel the account.

Orders received by post or telephone are handled differently since the card details have been provided by yourself. Payments are also processed through PayPal and we will store all information supplied, securely for a maximum of 12 months.

In b) - you have chosen to support us by becoming a 'Friend of Bridgwater Carnival' and therefore your details will be retained until you notify us otherwise. This information will be used to contact you each year when it is hoped you will continue with your support.

In both a) & b) - if you are a taxpayer and are able to make a donation and Gift Aid your donation, we are able to increase your donation by 25% by making a claim through HMRC. In this instance we will need to keep your details to submit the claim.

In c) & d) - you will have chosen to enter, or assist with the running of our carnival procession or carnival concerts. Your details will be retained to enable us to annually contact you to seek your entry or assistance for the next carnival. If you do not respond your details will be deleted, unless you advise us to the contrary. You can opt out at any time by contacting us.

How long will we hold your data?

We will only hold your personal data for as long as we need it to administer your order or support unless the law requires us to keep it for a longer period such as claims for Gift Aid.

We will not use your data for marketing purposes other than our annual mailshot which is sent to our customers who have opted in to receive further information. If you return an order and do not opt in your data will be deleted once your order has been processed and you will not receive any further contact.

However if you opt in we may from time to time circulate information, either by post or email, relevant to your purpose (i.e. the reason you have supplied your data to us).

We at Bridgwater Carnival take your privacy seriously and will only use your personal information to provide the products and services for which you have supplied data.

You may request to see any of your stored information at any time and ask for this to be corrected or deleted.

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

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).

Contact details:

Our Data Protection Officer can be contacted at:
customerservices@bridgwaterncarnival.org.uk, or by telephoning the Carnival Centre on 01278 428220.