

## FOUND FESTIVAL PRIVACY POLICY

Last updated August 2024

FOUND FESTIVAL hereafter referred to as “the Festival”, are committed to protecting your personal information.

This Privacy Policy relates to our use of any personal information we collect from you via the following online services:

- The Found Festival Official Website ([www.foundfestival.uk](http://www.foundfestival.uk)) and its related subdomains.
- TheFound Festival registration site, hosted by Vinenu
- Found Festival official social media channels
- Emails sent via the Festival website contact form

It also relates to our use of any personal information you provide to us by phone, SMS, email, in letters and other correspondence and in person.

In order to process your ticket bookings, trader, job applications or other enquiries, we will need to collect and use information about you.

This Privacy Policy explains the following:

- what information the Festival may collect about you;
- how the Festival will use information we collect about you;
- when the Festival may use your details to contact you;
- whether the Festival will disclose your details to anyone else;
- your choices regarding the personal information you provide to us;
- the use of cookies on Festival website and how you can reject cookies.

The Festival is committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the protection of personal information (including the Data Protection Act 1998, the General Data Protection Regulation, the Data Protection Bill – these laws are referred to collectively in this Privacy Policy as the “data protection laws”). No website can be completely secure; if you have any concerns that your data, please get in touch straight away.

We have implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction. We will notify you promptly in the event of any breach of your personal data which might expose you to serious risk.

## **DATA PROTECTION AND PRIVACY**

We do, from time to time, ask people for their personal details in forms to subscribe for specific information or entering applications electronically. Personal information collected via this website and the registration process is controlled by Towersey Festival Ltd (the data controller).

This data is only held for the specified purpose made clear at the time of collection. Your data will only ever be shared with a third party for explicit, necessary processing purposes; for instance:

- Vinevu is the Data Processor of your registered personal information. Vivenu have access to your registered personal information for the sole purpose of maintaining your registration details and processing ticket bookings and ticket related enquiries. Vivenu will not use this information to contact you about anything other than the Festival (however you may still receive communication from them if you have made other third party purchases with them independently).

All Data Processors will act only on instructions from the Festival.

Please note that sometimes we will require you to provide additional personal information, and sometimes sensitive personal information. When we do this, we will provide further details about why we are collecting your information and how we will use it.

We comply with all relevant data protection laws in all our dealings with your personal data, and we will ensure that our Data Processors do the same.

The Festival will use your personal information for a number of purposes including the following:

- To contact you with information about your ticket registration, ticket or accommodation purchase (either directly or via our data processors)
- To contact you about a submission you have made, including any content you provide for the website, or CVs or applications uploaded to our contact form.
- To deal with your requests and enquiries
- For analysis and research purposes so that we may improve the services offered by the Festival. This can include using geo-demographic information from external sources, to ensure that localised services (such as the local ticket area) are protected
- To notify you of any changes to the Festival's policies and practices
- We may also use and disclose anonymised information in aggregate (so that no individuals are identified) for marketing and strategic development purposes.

Where the Festival proposes using your personal information for any other uses, we will ensure that we notify you first. When we do this, we will provide further information about why we are using your information and how we will use it and we will obtain your consent in advance where needed.

## DATA RETENTION

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

As an annual event, we recognise that just because you have not purchased a ticket in one year, it does not mean you have no intention of purchasing a ticket in future.

If you no longer wish to receive information from the Festival, you can be removed from our system by emailing [info@Foundfestival.com](mailto:info@Foundfestival.com)

## NEWSLETTER

If you have subscribed to the official Festival Newsletter it will bring your periodic updates on the Festival and its activities, including other events organised by the Festival, the activities of our charity partners, or services available to Festival goers. You can unsubscribe from the list at any time, using the unsubscribe link in each newsletter email, or by emailing [info@foundfestival.uk](mailto:info@foundfestival.uk)

## YOUR RIGHTS

You have the following rights under the GDPR in respect of your personal information held by us:

- (a) to access your personal data – you have the right to request a copy of the personal information the Festival holds about you and to have any inaccuracies corrected.
- (b) to be provided with information about how your personal data is processed (this information is set out in this Policy)
- (c) to have your personal data corrected where necessary (please contact us promptly should you become aware of any incorrect or out-of-date information)
- (d) to have your personal data erased in certain circumstances (please refer to the appropriate data protection legislation or consult the ICO for details)
- (e) to object to or restrict how your personal data is processed
- (f) to have your personal data transferred to yourself or to another business

If you are within the UK, please address requests and questions about this or any other question about this Privacy Policy to the Festival's Data Protection Officer via the Festival Contact Form or write to the Data Protection Office.

In order to verify your request, you will be asked to provide copies of two forms of identification (Passport, Driving licence, Birth certificate, Current vehicle registration document).

You also have the right to take any complaints about how we process your personal data to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

<https://ico.org.uk/concerns/>  
0303 123 1113.

## COOKIES

Cookies may be used from time to time to assist us in presenting the website in a more usable format.

The Festival website contains hyperlinks to websites owned and operated by third parties. These third party websites have their own privacy policies, and are also likely to use cookies, and we therefore urge you to review them. They will govern the use of

personal information you submit when visiting these websites, which may also be collected by cookies. 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.

#### INFORMATION AND THE LAW

We may occasionally release your personal or financial information to assist law enforcement, to comply with laws or regulations, for example to enforce the terms under which you purchased a ticket, or to protect the rights, property or safety of the Festival, users of the site or others, including your vital interests or those of another person.

#### CHANGES TO THIS PRIVACY POLICY

This Privacy Policy may be updated from time to time so you may wish to check it each time you submit personal information to the Festival. The date of the most recent revisions will appear on this page. If you do not agree to these changes, please do not continue to use Festival website or related websites to submit personal information.

You can also delete your registration at any time – please see Data Retention above for details. If material changes are made to the Privacy Policy, for instance affecting how we would like to use your personal information, we will provide a more prominent notice (including, for certain services, email notification of Privacy Policy changes).