

# PRIVACY AND COOKIE POLICY

MV Expo Ltd - Updated July 2026

This Privacy and Cookie Policy explains how MV Expo Ltd collects, uses, stores and protects personal information. It also explains how we use cookies and similar technologies on our website and how you can contact us about your personal data.

## 1. Who we are

MV Expo Ltd is a company registered in England and Wales under company number 11336865. Our registered office is Unit 4, Bay 2, Walton Farm, Walton Lane, Bosham, Chichester, West Sussex, PO18 8QB.

For the purposes of data protection law, MV Expo Ltd is the controller of the personal information described in this policy.

You can contact us about this policy or your personal data by email at [accounts@mvexpo.com](mailto:accounts@mvexpo.com) or by writing to us at the registered office address above.

## 2. Who this policy applies to

This policy applies to our customers, prospective customers, suppliers, subcontractors, business contacts, website visitors, social media users and anyone else who contacts or deals with MV Expo Ltd.

## 3. Personal information we collect

Depending on how you interact with us, we may collect and use the following types of information:

- your name, job title, company name and contact details, including email address, telephone number and postal address;
- information needed to prepare quotations, process orders, deliver goods, provide services and manage projects;
- billing, account, purchase order and payment information. If you pay by card, we do not store full card details on our own systems;
- supplier and subcontractor details, including business information, bank details, insurance information and contact details;
- communications with us, including emails, call notes, enquiries, feedback and complaints;
- website usage information, IP addresses, device information and cookie information;
- information from third parties where this is relevant to a project, quotation, order, credit decision, debt recovery, legal requirement or where you have authorised the

third party to provide it.

#### **4. How we collect personal information**

Most of the personal information we process is provided directly by you or your organisation when you contact us, request a quotation, place an order, supply goods or services to us, visit our website, interact with our social media pages, or communicate with our staff.

We may also receive information from customers, suppliers, subcontractors, hauliers, event organisers, venues, professional advisers, credit reference agencies, payment providers and other third parties where this is necessary for our business operations.

#### **5. How we use personal information**

We use personal information for the following purposes:

- to respond to enquiries and prepare quotations;
- to process orders, purchase orders, invoices, payments, delivery notes and project records;
- to provide exhibition stand design and build services, event services, product sales, hire services, delivery and installation;
- to manage client and supplier relationships and communicate about projects;
- to arrange transport, subcontractors, materials, venues, access and installation requirements;
- to keep accounting, tax, insurance, legal and business records;
- to protect and defend our rights, recover debts, prevent fraud and manage disputes;
- to comply with legal, regulatory, tax, customs, insurance and court requirements;
- to maintain, monitor and improve our website, services and communications;
- to provide marketing or updates where permitted by law and where you have not opted out.

#### **6. Lawful bases for using personal information**

We only use personal information where we have a lawful basis to do so. The lawful bases we may rely on include:

- Contract: where processing is needed to provide a quotation, fulfil an order, deliver goods or services, or manage our trading relationship;
- Legitimate interests: where processing is necessary for running our business, managing projects, protecting our rights, preventing fraud, improving our services or communicating with business contacts;

Legal obligation: where we must process or keep information to comply with accounting, tax, regulatory, insurance, employment, health and safety or legal requirements;

Consent: where we rely on your permission, for example for certain non-essential cookies or certain marketing activities. You can withdraw consent at any time.

## 7. Sharing personal information

We do not sell personal information. We may share information where necessary for our business operations, including with:

customers, suppliers, subcontractors, installers, hauliers, couriers, venues and event organisers where needed to complete a project or order;

accountants, insurers, banks, payment providers, IT providers, website providers, email providers and other professional advisers;

credit reference agencies, debt recovery agents, solicitors and courts where necessary for credit decisions, debt recovery, fraud prevention or dispute management;

HMRC, regulators, police, customs, courts or other authorities where required by law.

We only share information that is reasonably necessary for the relevant purpose.

## 8. Website, cookies and similar technologies

You can browse our website without providing your name or contact details. Our website may use cookies and similar technologies to help the website function, understand how visitors use it, improve performance and support marketing or social media features.

Cookies are small files placed on your device. Some cookies are necessary for the website to work. Others, such as analytics, advertising, embedded content or social media cookies, may be optional and may depend on your browser settings or cookie choices.

Our website may use third party services such as Google Analytics, Meta/Facebook, Instagram, GoDaddy tools, embedded feeds or similar services. These providers may use cookies, pixels or similar technologies and may process information under their own privacy policies.

You can delete or block cookies using your browser settings. Blocking some cookies may affect how the website works. Where a cookie banner or consent tool is available, you can use it to manage your choices.

## 9. Social media

MV Expo Ltd uses social media platforms such as Instagram, Facebook and LinkedIn to share content and communicate with customers and other business contacts. If you post, comment, like, share, message or otherwise interact with our social media pages, that information may be visible publicly or to the relevant platform, depending on your

settings.

We are not responsible for the privacy practices of social media platforms. Please review the privacy settings and policies of the relevant platform before posting personal information.

## **10. International transfers**

Some of the third party systems we use, such as website, email, analytics, payment, cloud software or social media providers, may process information outside the United Kingdom. Where this happens, we expect those providers to use appropriate safeguards or lawful transfer mechanisms where required by data protection law.

## **11. How long we keep information**

We keep personal information only for as long as necessary for the purpose it was collected, including to provide services, manage our trading relationship, keep business records and meet legal, accounting, tax and insurance requirements.

For accounting, tax and insurance purposes, records are normally kept for at least 7 years. Some information may be kept for longer where there is a valid business, legal, insurance or dispute-related reason to do so.

## **12. Keeping information secure**

We take reasonable steps to protect personal information from unauthorised access, loss, misuse or disclosure. This may include access controls, password protection, secure systems, antivirus and firewall protection, staff awareness and restricting access to people who need the information for their role.

No email, website or internet transmission is completely secure. Confidential information should be password protected or sent by a secure method where appropriate. We cannot guarantee the security of information before it reaches our systems or after it leaves our systems.

## **13. Your rights**

Under UK data protection law, you may have rights in relation to your personal information. These may include the right to:

- be informed about how your information is used;
- request access to your personal information;
- ask us to correct inaccurate or incomplete information;
- ask us to erase information in certain circumstances;
- ask us to restrict or object to certain processing;
- request data portability in certain circumstances;

withdraw consent where we rely on consent as the lawful basis for processing.

These rights are not absolute and may be subject to exemptions or legal requirements. To exercise your rights, please contact us using the details in this policy.

## **14. Complaints**

If you have concerns about how we use your personal information, please contact us first so we can try to resolve the issue.

You also have the right to complain to the Information Commissioner's Office, the UK regulator for data protection. You can find more information at [www.ico.org.uk](http://www.ico.org.uk).

## **15. Changes to this policy**

We may update this Privacy and Cookie Policy from time to time to reflect changes in our business, website, systems, suppliers or legal requirements. The latest version should be available on our website at [www.mvexpo.com](http://www.mvexpo.com).

## **16. Contact details**

MV Expo Ltd

Unit 4, Bay 2, Walton Farm, Walton Lane, Bosham, Chichester, West Sussex, PO18 8QB

Email: [accounts@mvexpo.com](mailto:accounts@mvexpo.com)

Website: [www.mvexpo.com](http://www.mvexpo.com)

Company number: 11336865