

## **Privacy Policy - Athena Entertainment**

This Privacy Policy sets out how Athena Entertainment protects any information that you give us when you use our website (www.athena-entertainment.co.uk) and any other communications networks to contact us. Our Privacy Policy may be updated so we recommend you revisit this page from time to time.

Athena Entertainment is committed to ensuring that your privacy is protected. All the information by which you can be identified will only be used in accordance with this privacy statement.

If you have any requests concerning your personal information or any queries with regard to these practices, please contact us at info@athena-entertainment.co.uk. You should please note that all data thus captured will be used and held in accordance with the requirements of the EU General Data Protection Regulation (GDPR).

### **What we collect**

We collect information from visitors to our commercial website – www.athena-entertainment.co.uk, including, but not limited to, the use of online forms.

We may collect the following information:

- First and last name
- Contact information including phone number and email address
- IP addresses
- Details about your wedding/event

If you decide to come on board as a customer of Athena Entertainment, we will collect the following information:

- First and last name
- Contact information including phone number and email address
- IP addresses
- Details about your wedding/event

### **What we do with the information we gather**

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Providing information about our services
- Providing and personalising our services
- Dealing with your enquiries and requests
- Internal record keeping

- Providing you our services
- To customise the website according to your interests
- To customise our service according to your interests

### **Control your personal information**

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

- If at any time you will like to unsubscribe from receiving future emails, email us at [info@athena-entertainment.co.uk](mailto:info@athena-entertainment.co.uk) or call us on 0161 531 6650.
- We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.
- You can request details of personal information which we hold about you at any time by emailing us at [info@athena-entertainment.co.uk](mailto:info@athena-entertainment.co.uk). There will be no charge for this service. If you would like a copy of the information held on you please email to [info@athena-entertainment.co.uk](mailto:info@athena-entertainment.co.uk).
- 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 above address. We will promptly correct any information found to be incorrect.

### **Legal basis for processing your data**

#### LEGITIMATE INTEREST

If you have purchased a service through Athena Entertainment, we will occasionally and infrequently email you to inform you about new features of our service, and offers and discounts which we think might be of benefit you.

Due to the nature of our business, not all the users who register interest in our services become customers immediately, but it is obvious they are interested in the service and many do become customers in time, following reminder emails. We consider this to be a relevant and appropriate relationship between you as a user and us as data controller to establish it as a legal basis for this processing of your data in this scenario. If at any time you will like us to stop this communication, you can do any of the following:

- Email us at [info@athena-entertainment.co.uk](mailto:info@athena-entertainment.co.uk)
- Reply directly to any email you receive from us and ask us to cease communication
- Call us on 0161 531 6650.

#### CONSENT

Excepting the cases where we process user data under the legal basis of legitimate interest, all our marketing email communication is sent under the legal basis of Consent. This means that you have opted-in to be on our mailing lists .

If at any time you will like to unsubscribe from receiving future emails or would like to update your email preferences, you can do any of the following:

- Email us at [info@athena-entertainment.co.uk](mailto:info@athena-entertainment.co.uk)
- Reply directly to any email you receive from us and ask us to cease communication
- Call us on 0161 531 6650

## CONTRACTUAL

Once you become an Athena Entertainment customer, processing of your Personal Data is necessary for the performance of our contract with you or for us to take pre-contractual steps.

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

### **How long we keep your data for**

As a business, we need to retain all data for reporting and statistical purposes for a 7 year period.

We keep client data for as long as they remain customers, then if they decide to terminate the contract we delete their data after 7 years.

### **How to lodge a complaint**

If you think your data has been misused or that Athena Entertainment hasn't kept it secure, you should first contact us and tell us. Please contact us at [info@athena-entertainment.co.uk](mailto:info@athena-entertainment.co.uk)

If you're unhappy with our response or if you need any advice you should contact the Information [Commissioner's Office \(ICO\)](#).

ICO helpline

Telephone: 0303 123 1113

[Find out about call charges](#)

You can also [chat online](#) with an ICO advisor.

The ICO can investigate your claim and take action against anyone who's misused personal data.

You can also [visit their website](#) for information on how to make a data protection complaint.

### **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes, and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

### **Links to other websites**

Our website may contain links to other websites 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. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### **Processing your data outside of the UK**

For the purpose of collecting and processing your personal data, we use a series of 3rd party companies that have servers in the US. These companies keep your data securely and in accordance with GDPR requirements. These companies are:

- Dropbox
- Giggio