

## **PRIVACY POLICY & GDPR COMPLIANCE**

Thank you for your interest in ternevents and its services.

This privacy policy is reviewed and revised from time to time. You may wish to revisit it regularly.

### **DATA COLLECTION & PROCESSING**

ternevents is the Data Controller and are responsible for your Personal Data gathered from our website or via email. This data is kept secure and only accessible to ternevents and a few other carefully selected data processors.

**It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by contacting us through these methods.**

### **INFORMATION WE COLLECT ABOUT YOU**

**Wedding Planning Services or The Emboldened Bride Programme** – when you register for wedding planning services or a training and coaching course or workshop we collect your:

Name

Email Address

Phone Number (if provided)

We process this information so we can communicate with you, subscribe you to a training course, where relevant, and email you. If you join a course your name is automatically input onto our database. This database is used for news and related offers from ternevents. The database is stored on Mailchimp. After 2 years the email addresses are removed

Our lawful basis for both Training and Wedding Planning processing is Contractual (to enable us to fulfil the contract with you) or Legitimate Interests – enabling us to administer and run our business and to grow our business.

**Mailing List Sign Up** – On our website you also have the opportunity to manually sign up for our newsletters or free mini courses. In this instance your email address is gathered and automatically inputted onto our database stored on Mailchimp.

Our lawful basis for this element is Consent and you are able to withdraw that any time by clicking ‘Unsubscribe’ at the bottom of any email.

If you wish to review or amend any of your contact preferences please contact me at [sandy@ternevents.com](mailto:sandy@ternevents.com).

You may request a copy of personal information held about you by this website’s email newsletter programme by emailing me at [sandy@ternevents.com](mailto:sandy@ternevents.com).

## **DATA RETENTION POLICY**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

## **EMAIL POLICY**

In compliance with UK Spam Laws and the Privacy and Electronic Communications Regulations 2003, subscribers are given the opportunity to un-subscribe at any time through an automated system. This process is detailed at the footer of each email campaign. If an automated un-subscription system is unavailable clear instructions on how to un-subscribe will be detailed instead. We do not sell or distribute our subscription lists to any third party.

## **External Data Processors**

Below is a selection of the main data processors I use

### **Google Analytics**

Google Analytics is a service which provides information about how visitors use a website. I use the information that I gain to provide you with a more effective website. Google is fully GDPR compliant.

### **Statcounter**

Statcounter is an online service which helps us to understand our visitors; for example, how visitors find my website, how long they spend on our site, which web pages they are most interested in etc. This allows me to offer a better online experience to our visitors.

Statcounter uses cookies and other technologies to collect data on visitors and visitor activity on our website.

### **Mailchimp**

This is a service enabling me to send out emails to subscribers. Only names and email addresses are kept on this external platform. Mailchimp is certified under the EU-US and Swiss-US Privacy Shields, which means we transfer and protect the personal data from the EU and Switzerland consistent with the requirements of the Privacy Shield program, governed by the Federal Trade Commission and approved by the EU Commission so that you can transfer your data and that of your customer to us in compliance with the data transfer restrictions in the GDPR.

## **DISCLOSURES OF YOUR PERSONAL DATA**

We may have to share your personal data with the parties set out below for legal obligations, service of the contract or our legitimate interest in improving the quality of the website and marketing materials:

- Other companies who provide services to enable us to ensure the accommodation provided is of sufficiently high standard, such as cleaning companies and maintenance operators.
- Service providers who provide IT and system administration services.

- Professional advisers including lawyers, bankers, auditors and insurers
- Government bodies that require us to report processing activities.

**We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.**

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.

## **COOKIES AND PIXELS**

ternevents.com uses cookies to personalise your online experience. A cookie is a text file that is placed on your hard disk by a server and stored in your web browser. Cookies cannot be used to deliver viruses to your computer and do not run programs. Cookies are uniquely assigned to you and can only be read by a domain of the web server that issued the cookie to you.

Third-party vendors, including Google, also use cookies to serve ads on our website based on a user's prior visits. Google's use of the DART cookie enables it and its partners to serve ads to our users based on their visit to our site and/or other sites on the Internet. Users may opt out of the use of the DART cookie by visiting the advertising opt-out page here: <https://privacy.google.com/intl/en-GB/how-ads-work.html>.

Email marketing campaigns published by this website or its owners may contain tracking facilities within the actual email. Subscriber activity is tracked and stored in a database for future analysis and evaluation. Such tracked activity may include; the opening of emails, forwarding of emails, the clicking of links within the email content, times, dates and frequency of activity [this is by no far a comprehensive list].

This information is used to refine future email campaigns and supply the user with more relevant content based around their activity.

## **YOUR LEGAL RIGHTS**

Under data protection laws you have rights in relation to your personal data that include the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of data and (where the lawful ground of processing is consent) to withdraw consent.

You can ask more about these rights via [enquiries@oicjersey.org](mailto:enquiries@oicjersey.org).

If you wish to exercise any of the rights set out above, please email us at [sandy@ternevents.com](mailto:sandy@ternevents.com).

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that

personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you.

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the Jersey supervisory authority for data protection issues (<https://oicjersey.org>). We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.

**If you have any questions regarding this Privacy Policy please email [sandy@ternevents.com](mailto:sandy@ternevents.com) or write to Sandy Moretta, ternevents, Sans Ennui, La Grande Route de la Cote, Jersey, JE2 6FT.**