



Privacy Policy

Within this policy the terms 'we', 'our' and 'us' refer to Sunninghill Weddings who hire Sunninghill Prep School in Dorchester for the purpose of wedding ceremonies and wedding reception parties.

This Privacy Policy explains why and how data is collected, how it is stored, and the length of time information is retained. We reserve the right to amend this policy over time however we will not change how your data is used without your consent; any changes that may affect you will be communicated through our website and social media accounts or any other means we think appropriate before any such changes are made, giving you the option to withdraw your data.

This policy takes effect from 25th May 2018.

Personal Information We Collect:

When you interact with Sunninghill Weddings we may collect personal data such as:

- Your Name
- Address
- Phone Details
- Your Email
- Your Wedding Date
- Information on Third Party Contractors you might engage to provide services on your behalf
- Dietary Requirements
- Alcoholic Preferences
- Other incidental information unique to the individual or wedding event

On a more general level we might also collect information about the services you use which are available through our Event Management software application (Planning Pod) and the times and dates of your interactions.

How We Collect Information:

- 1) You might provide information to us directly when you:
 - fill out forms, which can be both physical e.g. completed at an exhibition, or online e.g. using the 'Contact Us' form on the website
 - make a general enquiry as to availability (by phone, email, in person or through our website)
 - book your wedding with us,
 - setting up a personal profile in our Event Management software application,
 - enter a promotion or competition
 - information is also gathered during telephone conversations with us

- Your IP address is gathered when you use our online services including our online Booking Form and Electronic Contract Signing Service.
 - During customer satisfaction surveys
- 2) We may collect information automatically when you interact with Sunninghill Weddings services such as Planning Pod or through the data collected by our social media accounts
 - 3) Data is collected when you share, post or transmit when interacting with the Sunninghill Weddings social media services e.g. likes and comments on posted content and pages. Most social media have tools available the enable you to control the information you share with us.

How We Use Information:

- 1) We will use the information you provide to deliver the service you have requested or agreed to receive
- 2) To enable you to participate in our services e.g. within the Planning Pod portal there are a number of optional services: you can create mood boards for your wedding; set up a dedicated webpage for your wedding; invite guests to your wedding; receive RSVP and menu options and to process this information e.g. to produce table plans and catering lists (and other services that might be introduced at some future point).
- 3) To enable you to participate in any competitions or promotions we may run
- 4) To send you emails from time to time for your feedback or to alert you to new services or special offers
- 5) We retain IP address information so that when you interact with our services you can return to view prior information you have provided
- 6) To record, monitor and to improve the services we offer
- 7) To enforce any contractual agreements that have not been honoured
- 8) We use IP addresses to monitor suspicious website activity to prevent unwanted cyber-attacks including virus, malware and illegal activity
- 9) Data is duplicated (backed-up) to ensure continuation of service in the event of a software or technical malfunction
- 10) We use Google Analytics to track page usage on our website; this enables us to improve our customer service by understanding our client's needs better
- 11) For other purposes with your consent

How We Share Information:

- 1) We do not share your details with any third party for third party marketing purposes, however we will share the information you have provided when contracting or engaging third party providers on your behalf such as caterers, musicians, bar services (including any specific requests for services you have made). These third parties will send you information based on the information you have provided; these companies are legally required to keep personal information confidential and to use it only for the purposes in which it was given.
- 2) Promotions: you may participate in a promotion e.g. contest, prize draw sweepstake and by participating you agree to the terms and conditions of the promotion which

might involve the disclosure of your personal information to third parties or the general public e.g. winner selection or prize fulfilment.

- 3) There may be administrative or legal reasons why we may share your personal information if required to do so in law or in the belief that such action is required to:
 - a. Conform to applicable law or to comply with legal process served on us, and
 - b. To protect and defend our property or rights, the Sunninghill Weddings services, our users or the general public
- 4) Change in Business Ownership: We reserve the right to disclose and transfer personal information to: a subsequent new owner, co-owner or operator of Sunninghill Weddings services. Also, in connection with a business merger, consolidation or restructuring, including without limitation during the course of any due diligence process.
- 5) Links to other websites and services: We are not responsible for the practices employed by other websites or services linked to the Sunninghill Weddings services, including web links to preferred suppliers. This Privacy Policy does not apply to any third party where we are not responsible for or exercise control over their practices. If you authorise third parties to access any information you have shared or posted publicly linked to Sunninghill Weddings where you are using third party websites or services such as Facebook, Instagram, Twitter (or others) you do so at your own risk.

Security:

Personal information collected through Sunninghill Weddings services are stored in secure operating environments that are not accessible to the general public. This could be a locked storage cabinet for physical information or in password protected computer or cloud-based data storage system.

Only those employees or agents who require your personal information to perform their duties are allowed access, each having signed a confidentiality agreement.

Whilst every effort is made to protect your data no system can be guaranteed 100% secure and because of this you assume all related risks.

Information held is reviewed on a regular basis and data is retained for as long as deemed appropriate under our internal data retention policy and in order to comply with statutory requirements, or, until you request that your data be deleted.

Miscellaneous:

We collect and process personal data only when we have a lawful basis to do so which includes:

- Your consent
- To fulfil our contractual rights or obligations
- To comply with applicable laws
- To meet a legitimate business interest (provided that processing your data or a legitimate reason doesn't outweigh your rights or freedoms). For example, to improve our services, to provide access to our services, to provide you with up to

date information about our services or to engage third party providers to deliver our services. Your consent can be withdrawn at any time by contacting us – see details below on how to do this.

Personal information is removed from our system:

- If the person has not become a customer within 12 months from first contact
- After two years of their wedding date (excluding any statutory requirement to retain data for a longer period).

Your Choices and Our Contact Information:

If you choose not to provide personal information we may not be able to provide access or deliver parts of the Sunninghill Weddings services.

To obtain a copy of the information stored by us send an email to: sunninghillweddings@icloud.com with the title 'Personal Data Record Held'

Opt Out:

- a) To unsubscribe from newsletters or other marketing materials sent to you via our website please click on the Unsubscribe Button
- b) To stop receiving general or follow-up information from us please email: sunninghillweddings@icloud.com with the title 'Remove My Details From Your Records'

Improper Use or Collection of Data:

Please report any improper use of data by email to: sunninghillweddings@icloud.com with the title 'Complaint: Improper or Misuse of Data'