

Twist Events Ltd
The Counting House
High St
Minchinhampton
Gloucestershire
GL6 9BN

hello@twistevents.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Name
- Position
- Email
- Telephone/Mobile
- Registered company address
- Details of communications with Twist Events Ltd

How we receive the personal information and why we have it

Most of the personal information we process is provided to us directly by you for communication purposes, to facilitate Twist Events Ltd delivering a service to you/the company you represent. We use the information that you have given us in order to send you emails or contact you by phone regarding the planning, delivery and follow up of our services.

We may share this information with Twist Events Ltd employees, freelance staff or expert companies with whom we work where it is necessary for the provision of our event services to you/the company you represent. Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information is that we **have a contractual obligation**.

How and why do we collect your personal information?

Twist Events Ltd will collect your name, email address, phone number and registered office address from communications (usually emails) received from you. Twist Events Ltd is contractually obliged to collect and securely hold this personal information for the purposes of fulfilling its services to you/the company you represent.

How we store your personal information

Your information is securely stored in our online CRM system.

We keep your personal information (eg. name, job title, email, mobile, registered company address) for the duration of Twist Events' provision of services to you/the company. This is in line with the storage limitation principle set out by GDPR. If and when this period comes to an end, your personal details will be disposed of.

How long do we hold your personal information for?

We securely store your personal information for the duration of our service provision to you/your company, after which it will be deleted.

How we dispose of your personal information?

We will shred paper documents and permanently delete digital files from our recycle bin or back-up cloud storage.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at hello@twistevents.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at hello@twistevents.co.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>