



## PRIVACY POLICY

We do from time to time ask people for their personal details in forms to subscribe for specific information, or entering applications electronically. This is 'Personal Data'. This data is only held for the specified purpose of communicating with customers, existing and potential, and participants, and is processed via the following methods:

- our ticketing agent 'The Ticketsellers', and through their participant accreditation system, 'Eventree'
- ambassadors are processed through the 'Verve' ticket-selling platform
- through physical sales agents, noted on our tickets page on the nozstock.com website
- third party facilities providers, for the purposes of booking additional camping experiences, 'ZooBells' and 'Camplight'

These verified agents are our data processors and are contracted to use our customer and participant data in accordance with this policy and EU GDPR (General Data Protection Regulation) law. Personal data is not shared with any further third party organisations without the express consent of our customers. Cookies may be used from time to time to assist us in presenting the website in a more usable format. You can see our cookie policy at

[nozstock.com/cookie-policy](http://nozstock.com/cookie-policy)

This Website [www.nozstock.com](http://www.nozstock.com) is owned and operated by Nozstock Limited. Our address is Rowden Paddocks, Bromyard, Herefordshire HR7 4LS. If you would like to contact us with any queries or comments on our privacy practices or should you have any comments, a data access request or a complaint about how we are using your Personal Data, you can write to us or email our Data Protection Officer at [toki\[at\]nozstock.com](mailto:toki[at]nozstock.com). We would also invite you to lodge your concerns with the ICO (Information Commissioner's Office) at the same time.

### 1. INTRODUCTION

Protecting the privacy of people who use this website is important to us. We strive to keep all information that you have provided to us confidential and we will hold this personal data ("Personal Data") private and secure and we will only use this Personal Data for the purpose(s) you have agreed to. The purpose of this Privacy Statement is to explain what Personal Data we collect about you, how that Personal Data might be used and how we protect your Personal Data and privacy. You can view our basic data statement at [nozstock.com/about/policies/our-data-statement](http://nozstock.com/about/policies/our-data-statement)

### 2. WHAT DATA DO WE COLLECT?

If you are just visiting the Website, we do not collect any Personal Data about you. However, we may automatically collect information about your visits, such as browsing patterns, the name of your Internet service provider; the Internet Protocol (IP) address through which you access the Internet; the date and time you access the Website; the pages that you access while visiting the Website; and the Internet address of the website from which you linked directly to our Website. Information collected in this way does not reveal your contact details or any type of Personal Data. This information is only used in aggregate form to manage and develop the Website and is not linked to any individual's Personal Data.

If you register for our newsletter then we will hold and store your email address using the Mailchimp ESP (email service provider). At the point of sign up, you can clarify if you are happy to receive emails from Nozstock with marketing information. You can also state separately if you are happy for your data to be used as part of customised online advertising. Our newsletter is sent out by the Festival and we will not pass on your email addresses to third parties. If you purchase Nozstock The Hidden Valley tickets at [www.nozstock.com](http://www.nozstock.com) then your personal details will be held on our behalf by our nominated ticket sales agents for the purpose of providing this service ("Service") to you. If you opt into our newsletter they will export your email address and name to us so we can send you newsletters. The Personal Data collected by us will include your full name, e-mail address, telephone contact, date of birth in the event you are applying for a concessionary ticket, address, country of residence and postcode for you. From time to time you may also provide other Personal Data which we need to provide you with this Service you request, such as your credit card details. If you are successful in any application for a ticket for the Festival then the necessary Personal Data to allow your ticket to be allocated will be provided to our ticketing service providers who will use this

information only for that purpose. You will receive updates about the future Nozstock Festivals but we will never pass on your information to a third party without your express consent.

If you register for tickets (the Service) then we will ask you to provide us with Personal Data that will include a company name, your personal name, date of birth for concessionary or youth tickets, address, email address and mobile telephone number. This Personal Data will be held by us to provide you with the Service and by requesting tickets your details will be automatically stored so an application form can be sent to you to provide the service in a subsequent year. If you do not want the service in subsequent years then you can email Data Protection Officer toki[at]nozstock.com and ask for your Personal Data to be deleted, and this will be done within a month. In some cases, we may need to suppress your data, which means we hold a contact record for you, so we can ensure our systems will not contact you or let you re-subscribe to a service again. Any data that is not essential to the suppression will be deleted.

If you have entered a Nozstock The Hidden Valley competition then we will ask you for and keep the Personal Data you have provided including your name, date of birth to confirm eligibility to enter a competition, personal contact details and email address. We hold this information to provide these services (each the "Service" and together the "Services") including providing details of the Services and the rules and results of any competitions.

If you provide photographs or video for any public gallery on the website we will ask you for and will keep Personal Data including your name and your email address. This data will only be held to communicate with you about the use of your photographs. All information will be deleted as soon as possible once it is no longer needed to provide this Service to you.

If you participate as an artist, practitioner, trader or crew member at Nozstock, we will ask you for and will keep Personal Data including your name, telephone number, email address, postal address, and car registration number. Pre-festival site crew will also be asked for details of emergency contacts, health issues that are relevant to their working at the festival, date of birth for any younger volunteers or members of crew, parental/guardian data for any young people.

CCTV is in operation on the festival premises. This is for the purposes of crime prevention and ascertaining events in a case of suspected criminal activity. CCTV footage will only be seen by directors of the festival, assigned security or senior personnel, including the Data Protection Officer, or law enforcement, and footage that is not part of an ongoing case will be cleared from our systems within a month after the festival.

Photographers and video crew operate at the festival to capture and document the event for future publicity. Warning signs appear around site, and anyone wishing to be omitted from our media should submit a photo to our Data Protection Officer at toki[at]nozstock.com, with a request. This photo will be stored securely for reference purposes to ensure the person is not included in media. Our media is on nozstock.com and associated social media profiles. It is also used in videos at events to promote Nozstock. We never sell our media to third parties. The only time any of our content may be used by a third party is when a performer at Nozstock requests footage of their performance for their own use.

### **3. HOW DO WE USE PERSONAL DATA?**

We may use personal information for: administrative, operational and marketing purposes and to communicate with you about your use of the Services or any changes to the Services. We reserve the right to access and disclose Personal Data to comply with applicable laws and lawful government requests or requests by the police investigating suspected illegal activities, to operate our systems properly or to protect ourselves or other Website users. Please remember that any Personal Data that you disclose in a public comments section on our website becomes public information and you should exercise caution when deciding to disclose any information on them. We reassess our data use processes on an annual basis.

### **4. HOW DO WE PROTECT MEMBERS' PERSONAL DATA?**

We do our best to ensure that your personal information is secure. As required by UK and EU General Data Protection Regulation laws, we follow strict security procedures in the storage and disclosure of information which you have given to us. However, the Internet is not a secure environment and we cannot guarantee the security of any information which you send to us. We do not provide Personal Data to third parties (save for our authorised ticket sales agents, and agreed third parties at your express consent) unless that is required under any applicable law or to fulfil any Service you have requested. We will only pass on your information to other companies if it is necessary to perform the Services or with your prior consent.

### **5. COOKIES**

We may use "cookies" to collect aggregate information. A "Cookie" is a small piece of information sent by our web server to your web browser, which enables us to record anonymous details and allows you to move around the Site

faster. We may use cookies for a number of purposes, for instance to enable us to simplify the logging on process, to help ensure the security and authenticity of members and to enable traffic monitoring. Most browsers allow you to turn off the cookie function. If you want to know how to do this, please look at the help menu on your browser. However, if you turn off the cookie function your use of the Services may be impaired. You can find out more about the way cookies work on [www.cookiecentral.com](http://www.cookiecentral.com) and [www.allaboutcookies.org](http://www.allaboutcookies.org)

## **6. OTHER WEBSITES**

Our Site may contain links to other websites which are outside our control and are not covered by this Privacy Policy. Please be aware that if you access other websites using the links provided on this website then the operators of these websites may collect information from you which will be used by them in accordance with their own privacy practices, which may well differ from ours.

## **7. ACCESS RIGHTS**

You have a right to access the Personal Data that is held about you. To obtain a copy of the personal information we hold about you, please write to Nozstock Ltd (Data Access), Rowden Paddocks, Bromyard, Herefordshire HR7 4LS or email Data Protection Officer [toki\[at\]nozstock.com](mailto:toki[at]nozstock.com) When writing to us, please state your name, postal address and mobile phone number and provide brief details of the information that you require. If you submit a data subject access request we will provide this data for free, within one month of the data request, unless there are mitigating circumstances that would allow for an extension of the data provision period, as cited by the ICO.

## **8. LEGITIMATE INTEREST**

By using the Services on the Website we recognise the collection and use of your Personal Data by us is carried out for the purposes outlined above and for any other purpose which is reasonably necessary for the provision or proper administration of the Website service in accordance with the Conditions. If you do not wish your Personal Data to be used in the manner set out in this Privacy Statement please do not use the Website or the Services.

## **9. CHANGES TO OUR POLICY**

This Privacy Statement is subject to change at any time. We encourage you to review the Privacy Statement regularly for any changes. We will use Personal Data in accordance with the Privacy Statement under which that Personal Data was collected.