

# PLANET FESTIVAL LTD PRIVACY POLICY

## Privacy Statement

Planet Festival Ltd takes the privacy of our customers' data very seriously. Please read the following policy to understand how we will treat your personal data when you use our site. If this policy changes then we will let you know via our news section on the homepage, but we assure you that we only use your data as specified here and for our legitimate business reasons.

### When do we collect data?

We can collect data on you from a variety of different sources.

When you purchase products or services from the site or over the telephone.

When you become a subscriber to our email alerts.

When you speak to our customer services personnel.

Via explicit data capture measures, for example by entering competitions and completing surveys.

Via implicit data capture measures such as studying which pages you read the most and the use of cookies.

In any of the above cases the data we collect could be personal data.

### What do we do with your personal information?

When you buy anything via the site, we may need to collect information about you to process the transaction, fulfil your order and provide you with the services you expect. This information may include, but is not limited to, details such as your name, your address and your credit card details.

Unless we have your express consent we will only disclose personal data to third parties if this is required for the purpose of completing your transaction with us. This is of course subject to the provision that we may disclose your data to certain permitted third parties, such as affiliated companies or our own professional advisers who are bound by confidentiality codes, and when we are legally obliged to disclose your data.

Planet Festival Ltd retains and uses your personal information to provide you with the best online ecommerce experience by providing you with a personalised service and to give you details of offers which we think will be of interest to you. We may also use the information to process any transactions you undertake with us and for internal administration and analysis.

We do not sell, rent or trade your personal information to third parties for marketing purposes without your express consent. For any of the above purposes we may send your information internationally including to countries outside the EEA. Some of these jurisdictions offer differing levels of protection of personal information, not all of which may be as high as the UK.

### Cookies

Cookies are small files which are sent to your browser and stored on your computer's hard disc. If you have registered with Planet Festival Ltd, then your computer will store an identifying code in the cookie which means you do not need to type in your email address each time you return to the site. Other than this, we do not store your password or any other information in the cookie, or use it for any other purpose.

## **Data**

In the UK we operate in accordance with applicable data protection legislation acts of 1984 and 1998.

## **Consent**

By disclosing your personal information to us using this website or over the telephone, you consent to the collection, storage and processing of your personal information by Planet Festival Ltd in the manner set out in this Privacy Policy.

## **Opt-Out Policy**

You can opt-out of receiving any communication from us at anytime. This can be done by emailing [info@planetfestival.co.uk](mailto:info@planetfestival.co.uk) with your details or writing to Planet Festival Ltd, 3 The Stables, Didsbury, Manchester, M20 5PG.

## **Change/Modify Details**

To change your e-mail address details send an e-mail (quoting your old email address) with your correct details to [info@planetfestival.co.uk](mailto:info@planetfestival.co.uk)

If you need to Modify or Change your personal details after you have made a purchase on the site please e-mail us at [info@planetfestival.co.uk](mailto:info@planetfestival.co.uk) as soon as possible.

## **Your Rights**

You are entitled to a copy of the information we hold about you. To do this please write to Planet Festival Ltd, 3 The Stables, Didsbury, Manchester, M20 5PG. We may make a small charge for providing this to you.

If you have any questions or concerns about the information we hold about you, you can also email us at [info@planetfestival.co.uk](mailto:info@planetfestival.co.uk).