



## **Mosaic Events have been commissioned to deliver the ACCU 2023 Conference on behalf of ACCU**

### **Our Privacy Policy for this event is outlined below:**

This privacy policy sets out how Mosaic Events uses and protects the information we collect. Mosaic Events is the data controller and data processor of any personal data you supply. Any personal information provided will be used to process your event booking.

Mosaic Events are committed to ensuring that your privacy is protected. We want to assure you that any personal information given to will be used in accordance with this privacy policy.

### **What we collect**

Mosaic Events may collect the following information:

- your name and job title
- your contact information, including your email address and phone number
- personal information such as special requirements both dietary and mobility
- demographic information such as postcode, preferences and interests
- other information relevant to your attendance at an event (such as an address for invoicing purposes)

### **What we do with the information we gather**

Mosaic Events require this information to understand your needs and provide you with a better service. We may use this information in the following ways:

- perform or take steps to enter a contract to attend an event
- improve our event offer and services
- send emails about information which are relevant to attending an event
- customise the website and registration pages according to your interests
- from time to time, we may also use your information to contact you for market research purposes related the event you have signed up for, and we may contact you by email, phone, or mail

### **How long will be keep your personal data for?**

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.

In general, unless still required in connection with the purpose(s) for which it was collected and/or is processed, we remove your personal data from our records seven



years after the date it was collected. However, if before that date (i) your personal data is no longer required in connection with such purpose(s), (ii) we are no longer lawfully entitled to process it or (iii) you validly exercise your right of erasure, we will remove or anonymise your personal data from our records at the relevant time.

- If you request to receive no further contact from us, we will keep some basic information about you on our suppression list in order to comply with your request and avoid sending you unwanted materials in the future.

### **Who has access to your information?**

Mosaic Event's staff have controlled access to your information to enable us to provide you with services. We will not sell or rent your information to third parties. We will not share your information with third parties for them to market to you without your consent. We may pass your information to our third-party service providers, subcontractors and other associated organisations to provide services on our behalf. The organisation we work with to host our event management software is Cvent which we use to manage your event booking please refer to the full privacy policy [here](#).

Please note when we use third parties, we disclose only the personal information that is necessary to deliver the service (such as email addresses), and we require them to keep your information secure and not to use it for their own direct marketing purposes.

### **Consent**

By signing up to one of our events you have **OPTED IN** to allow your data to be used for marketing, statistical and analytical purposes and to administer your booking surrounding **the event only**.

With event communications, consent can be withdrawn at any time by contacting us using the details below, or by using the link in the relevant email.

When signing up to attend an event you will be required to provide further consent to any further contact after the event has taken place.

### **Controlling your personal information**

If you wish to obtain a copy of your personal data held by us, then please contact us using the details below. Please note, if you make a request for this data via email, you may also be asked to provide proof of your identity and for information that might help to locate the data you are seeking (such as your post code).

If you believe that any of the information, we hold about you is incorrect or out of date, please provide us with the updated details.



In addition, you have the right to be forgotten, if you would like to be deleted from our system, please do inform us using the below details.

**To contact us please use any of the details below:**

**Email:** [enquiries@mosaicevents.co.uk](mailto:enquiries@mosaicevents.co.uk)

**Telephone:** 01904 702165

**Postal Address:** Mosaic Events, Tower House, Mill Lane, Off Askham Fields Lane, Askham Bryan, York, YO23 3FS

### **How do we protect your data?**

Mosaic Events are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. This includes robust IT security, data protection training for all staff, and secure premises. Where we have contracts with external providers, we require them to protect your information.

### **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website to tailor it to your needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

This above applies to both the Mosaic Events website and other microsites that Mosaic build for events.

### **IP Addresses**



An internet protocol (IP) address can allow us to track which organisations visit our webpages. We may use software to plan our services and provide information on what topics specific organisations may be interested in. We will never match IP addresses to an individual.

### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our sites, we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement that applies to the website in question.

### **Support**

If you have any queries relating to this policy, please contact the Data Protection Officer, Sarah Byrne on the below details:

**Email:** [enquiries@mosaicevents.co.uk](mailto:enquiries@mosaicevents.co.uk)

**Telephone:** +44 (0) 01904 702165

**Postal Address:** Mosaic Events Tower House, Mill Lane, Off Askham Fields Lane, Askham Bryan, York, YO23 3FS

If you wish to make a complaint or require further guidance on UK GDPR please visit <https://ico.org.uk/>