

General Data Protection Regulations 2018



Your Personal Data

Here at Globe we're committed to protecting your data and providing clarity on the information we hold on you and your guests and our purpose for doing so.

The following policy describes:

- The data we request and why we need it
- How long we will keep your data
- Who we will share your data with
- Your right to be informed/right of access to your data
- Your right to rectification of your data
- Your right to erasure/"right to be forgotten"
- Your right to withdraw/restrict your consent
- What to do if you wish to object

The data we request and why we need it

The table below describes all the information that we may request from you. Some of this information may not be relevant to certain events and we will provide full details in our Booking Agreement of the information we will need which is specific to your event.

This information is essential for us to fulfil our agreement with your company to manage your event, and also to correctly meet our legal requirements from a Health & Safety, Risk Assessment and/or Emergency perspective.

By supplying personal data, you are consenting that you give permission, or have your guest's permission (via your own GDPR Policy), for the information to be passed through to any third parties providing you with a service as part of your event, and for the fulfilment of a full event management service by Globe.

Data Requested	Essential/Beneficial	Purpose	Example Data
Name	Essential	In order to supply to hotels where accommodation is required. All flight bookings require name and title (as per passport) in order to book a seat and issue a ticket	Mr Geoffrey Globe
Company	Beneficial	If the subject is not an employee of your company, it is useful for us to keep this information in case of emergency.	Globe Events
Email address	Essential	As a unique identifier to be able to contact you (or your guests) in an emergency.	Type: Business geoffrey.globe@example.com
Addresses	Beneficial	For guest convenience if any transfers or car drop off will be required as part of your event.	Type: Company Address: Example Ltd, 3 Lacemaker Court, Amersham, UK, HP7 0HS
Emergency Contact	Beneficial	For emergency contact by Globe and emergency teams.	Name: Mrs Anita Globe Telephone: 07878 123456
Gender	Beneficial	Generally defined by title	Male
Dietary Requirements	Essential	For guest convenience, to ensure that any catering elements of your event properly manage any guest allergies or dietary requirements.	Nut Allergy
Medical Information	Beneficial	For guest convenience, to ensure that those with a Disability have their needs properly attended to meet the requirements of the Equality Act 2010.	Wheelchair access required
Job Title	Beneficial	Not essential but useful for Globe to have an awareness	Chief Executive Officer



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Data Requested	Essential/Beneficial	Purpose	Example Data
Payment Method	Essential	If you don't already have a Payment Method set up with our Parent Company (Giles Travel) then we may require to hold credit card information to settle our invoices.	Credit Card - American Express Card no. 1234 5678 3456 7890 Expiry date: 01/2020
Telephone Numbers	Beneficial	For emergency contact by Globe and/or individual supplier e.g. team building company in event of a delay to the event.	Mobile – 07710 787878
Passport Number	Essential	Passport information including number and place of issue are required by many international border controls prior to entry. API can automatically transfer from our booking to the relevant airline. Note some airlines do not allow ticket issue without these details	Passport No.: 98765432
Loyalty Programme Memberships	Beneficial	For guest convenience so that guest can accumulate points if they regularly use a specific chain of hotels	Type: Hotel: IHG Member No 1234567
Date of Birth	Beneficial	Passport information including data of birth is required by many international border controls prior to entry. Advanced Passenger Information (API) can automatically transfer from our booking to the relevant airline. Alternatively travellers can complete online prior to departure. Note some airlines do not allow booking, and some do not allow ticket issue without these details	01/03/1980
Issue date / Expiry date	Essential	Passport information including date of issue and expiry, are required by many international border controls prior to entry. API can automatically transfer from our booking to the relevant airline. Note some airlines do not allow ticket issue without these details	Expiry date: 01/10/2020
Visa/Esta	Beneficial	For traveller convenience so that this does not have to be provided with each booking	Type: Esta Country: United States Visa/Esta Number: 654789 Expiry date: 22/06/2019
Seat Preference	Beneficial	For traveller convenience so that this does not have to be requested with each booking	Non-smoking window left rear of wing
Event Photographs	Beneficial	For the ability to promote our involvement in your event	Image of your team building activity to post on our website.

There may be other event-specific data which we may request: for example your t-shirt size if we are organising clothing for your event! If we need to request event-specific data, then we will discuss this with you, and send you an email to confirm this, and how we will manage this data.

How long we will keep your data

If you are an existing contact who is employed by one of our clients, we will keep your data until you request that you wish us to withdraw or restrict permissions for us to use your data, or you object to us using your data

If you are a guest who is attending an event on behalf of one of our clients, we will keep your data during the life of the event: the data we hold will be returned to our client within 1 week of the last day of the event, and we will delete all of your data no later than 3 months after the last event date

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If you are a Company who is an existing client with us, we will retain your data until you request that you wish us to erase, withdraw or restrict permissions for us to use your data

Details of how we delete your information can be provided upon request.

Who we will share your data with

If you are attending an event which we are managing on your behalf, then we may share your information with any of the following third parties which will be relevant to your event:

- AV/Production Company
- Convention or Housing Bureau
- Hotel
- Venue
- Entertainers
- Restaurant
- Event/Travel/Tour Guide
- Destination Management Company
- Transport Company
- Airline
- Registration Software/Registration Tool
- Marketing Company

The nature of Event Management means it may not always be possible to notify you of the name of the third parties which we have contracted with on your behalf: however we will notify you by email and provide you with their full details when we have contracted with them.

It may also be necessary to share your data with our parent company, Giles Travel, and we will inform you if this is the case.

We will ask all suppliers to sign our GDPR Compliance Agreement before contracting with them. A copy of this Agreement can be provided to you upon written request.

The majority of our suppliers are based in the EU and are therefore required to adhere to the terms of the General Data Protection Regulations. If your event is in a "third country" where GDPR does not apply, we will take all reasonable steps necessary to ensure that the supplier has provided adequate safeguards to ensure the privacy of your data. The level of protection afforded by the GDPR will not be undermined.

Your right to be informed/right of access to your data

You have the right to be informed about the data we hold on your behalf. If you wish a report on the data we hold for you please send a written request to your event manager who will provide you with a written report within 1 month of your request.

Your right to rectification of your data

You have the right to request your data to be amended if it is inaccurate or incomplete. If you require your data to be amended, please send a written request to your event manager who will amend your data and respond to you within 1 month of your request.

Your right to erasure/"right to be forgotten"

You have the right to have your data erased if you feel it is no longer appropriate for us to hold this on your behalf or if it was in breach of the GDPR. If you require your data to be erased, please send a written request to your event manager, who will delete your data immediately in accordance with our processes (details of which can be supplied upon request).

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Your right to withdraw/restrict your consent

You have the right to withdraw or restrict your consent to your data being processed where you feel the data is inaccurate, or it is no longer relevant to use the data at the time of withdrawal/restriction. This means that we can continue to hold your data, but we are unable to process it until you agree that we can lift any restrictions. If you wish to withdraw or restrict your consent to Globe processing your data, please contact your event manager who will immediately securely restrict your data to prevent it being accessed, until you tell us in writing that you wish the restriction lifted.

What to do if you wish to object

We will occasionally send you marketing literature which we believe you may have a legitimate interest in. If you object to receiving this information at the point of first communication, please notify our Data Protection Officer, who will arrange to have your data removed immediately.

IMPORTANT

If you exercise your right to object to, erase, withdraw or restrict your consent to personal data we hold which is event-specific, there is a significant risk to the management of your event and we may not be able to perform our duties to you in a professional manner. There may also be legal implications to you doing so. We will inform you at the time of any issues which are likely to arise as a result of you exercising your GDPR rights, so that you may make an informed decision on next steps.