Fandango Digital Ltd
Privacy & Cookie Policy

1. Introduction

1.1 Your privacy is of the highest importance to Us. Fandango Digital Ltd ("Fandango Digital", "We", "Us", and "Our") is committed to keeping your personal data safe and being transparent about what personal data We hold and how We use it.

1.2 We ensure that your information is processed in accordance with all applicable laws concerning the protection of personal data. This policy explains:

1.2.1 Who We are;

1.2.2 What personal data We collect about you;

1.2.3 How We use and store your personal data;

1.2.4 Your rights; and

1.2.5 How We use cookies to provide you with the best experience on Our website.

1.3 If you have any questions about this Privacy and Cookie Policy please get in touch by writing to Office Manager, Fandango Digital Ltd, 145 St Pancras, Chichester PO19 7SH or by emailing contact@fandangodigital.co.uk.

2. Who We are

2.1 We are Fandango Digital, a company which is registered in England and Wales with the company number 10151334 and whose registered and trading address is 145 St Pancras, Chichester PO19 7SH.

2.2 This policy applies to Our website www.fandangodigital.co.uk.

3. Collecting personal data

3.1 This privacy notice sets out how We process personal data that We collect from you, or that you provide to Us, in line with current data protection legislation and other applicable laws. We will treat all your personal data as confidential, however We reserve the right to disclose this data in ways set out in this privacy notice.

3.2 Personal Information (or "data") is any information that can be used to identify you. It can, for example, include your name; date of birth; email address; postal address; phone number; payment card details and medical information.

3.3 Data Protection law recognises that certain categories of personal information are more sensitive. This is known as sensitive personal data and covers health information, racial or ethnic origin, religious beliefs and political opinions. We do not usually collect such sensitive personal data about Our customers. If for any

reason We do need to collect sensitive data, We will always make it clear to you that We are collecting this sensitive personal data and the reasons for it.

4. **Personal data We may collect and process:**

4.1 Full name;

4.2 Email address;

4.3 Full business address;

4.4 Landline number; and

4.5 Mobile number.

5. **We collect data in the following ways:**

5.1 Information you give to us: We collect personal data through an electronic form on Our website, through face to face communication, when you send Us an email enquiry or give Us your business card.

5.2 Information you allow third parties to share with us: We may collect personal data about you from third parties by email, through face to face communication and by phone call. We will however only collect the information We are permitted to do so, such as your full name and business contact details.

5.3 Information We collect from your use of Our websites: We collect personal data through our website when you submit Our online form or when Our website uses cookies to collect data about your visit to Our website. More information on the data We collect from Our websites can be found under "How We use cookies" in this privacy policy.

6. **How We use your personal data**

6.1 The ways in which We use your data depend on why you have provided it. We may use your data in the ways set out below:

6.1.1 To provide you with the information, services or products you have requested from Us;

6.1.2 To respond to your enquiries;

6.1.3 To maintain a record of your relationship with Us and for internal administrative purposes (including accounting);

6.1.4 to comply with applicable laws and regulations;

6.1.5 to keep in contact with you in ways you have requested or agreed to;

6.1.6 Notify you about changes to Our services or policies;

6.1.7 For Direct Marketing purposes. More information on how We use your personal data for marketing purposes can be found under the "Marketing" section in this policy.

7. Marketing

7.1 At Fandango Digital We want to ensure that you receive the level of marketing communications from Us that are right for you, and contain the information you want to receive.

7.2 We conduct direct marketing through monthly email newsletters which We shall only send to you if:

7.2.1 You have consented to receive such communications to your personal email address;

7.2.2 You have purchased similar products or services from Us and have not opted out to receiving such communications to your personal email address,

7.2.3 Or We may send marketing communications to your company/work email address unless you have opted out of receiving them.

7.3 These marketing emails shall include an overview of industry news, tips, advice and relevant services which We offer.

7.4 You can opt out or unsubscribe to receiving these communications at any time by emailing Us at contact@fandangodigital.co.uk.

7.5 If We conduct direct marketing by any other methods in the future, We will update this Privacy and Cookie Policy accordingly before We do so.

8. Retaining your personal data

We retain your personal data only for as long as is required to operate Our services and in accordance with legal and tax requirements. Once We no longer require your data in order to fulfil a service you have asked for, to provide you with great customer service and communication, or to satisfy legal requirements, We will delete it in a secure manner. If We are relying on consent for a particular method of data processing, We will contact you to renew consent at reasonable intervals.

9. Sharing your personal data

9.1 Fandango Digital may disclose your personal data to third parties in the following circumstances:

9.1.1 When applicable and only with your consent, We may share your personal information with third parties who fulfil a service you have instructed Us to carry out. These third parties include website developer or maintenance service providers, such as (but not limited to) Maroon Balloon, Recenseo, Buzzword, Bluebit or your own website developer.

9.1.2 We sometimes share personal data with third parties who process data on Our behalf and provide a service to Us, such as companies We

use to store data, conduct analytics, conduct marketing and communicate with you. For example, We use Mailchimp to manage Our mailing lists and for staying in touch with you. You can read their privacy policy **here**.

9.1.3 We will only share your personal data with third parties who comply with relevant data protection legislation, and We will ensure appropriate controls are in place. We regularly monitor their activities to ensure they continue to comply with law and with Our policies.

9.2 We will never share, sell or swap your personal data with any third parties for the purposes of their own marketing unless you have explicitly consented to Us sharing your data with specifically named third parties.

9.3 We will ensure your personal data is only accessible by appropriately trained staff or contractors.

10. International transfers of personal data

10.1 We do not transfer personal data outside of the EEA.

10.2 If this changes in the future, We shall update this policy and notify you accordingly.

11. Legal basis

11.1 When We process your personal data, We will ensure this is done in accordance with at least one of the legal grounds stated within Data Protection Legislation. To conduct processing of personal data, Fandango Digital rely on the following legal grounds:

11.1.1 We have obtained your affirmative and specific consent to use your personal data for a previously notified purpose, which may include direct marketing or providing you with a product, service or information that you have requested;

11.1.2 Processing your personal data is necessary for the performance or the establishment of a contract, such as to provide you with products or services you have purchased or requested; and

11.1.3 We have a legal obligation to use or disclose information relating to you, for example, if We were ordered to do so by a court or regulatory authority.

12. How We use cookies

12.1 Our website uses cookies so that We can provide you with the best experience when visiting Our website, and enables Us to make appropriate improvements to Our website.

12.2 Cookies are small text files which are stored on your computer by websites that you visit, to help websites work more efficiently and provide Us with

information. There are four reasons cookies may be stored on your device when visiting a website owned by Fandango Digital:

12.2.1 To enable the website to work correctly for you so you can use the online services provided;

12.2.2 To remember your preferences, cookie consent history and to make the website easier for you to use;

12.2.3 To enhance the facilities and information on Our website; and

12.2.4 To collect data about your use of Our website which is anonymised and used to improve Our website.

12.3 Our website uses cookies for the reasons stated above. Categories of the cookies Our site uses are as follows:

12.3.1 Strictly Necessary Cookies – These cookies are essential for you to be able to use certain key functions of the website.

12.3.2 Functionality Cookies – These cookies remember choices made by you or your interaction with Our website to enhance your experience during your visit to Our website. These cookies are also used to remember a user's preference for a font size or other customisable parts of Our website. The Functionality Cookies used by Our website are explained in the table below:

	Cookie Name	**Cookie Purpose**	**Cookie Lifetime**
Lead Forensics:	ApplicationGatewayAffinity	Used to track visitors visiting certain webpages.	Once the visitor leaves the website.
AddThis:	_atuvc	Enables visitors to share content from Our website with a range of networking and sharing platforms.	2 years
	_atuvs	Enables visitors to share content from Our website with a range of networking and sharing platforms.	30 minutes
Google Universal Analytics:	_ga	This cookie is used to distinguish unique users by assigning a randomly generated number as a client identifier. It is included in each page request in a site and used to calculate visitor, session and campaign data for the sites analytics reports	2 years

	_gid	This cookie appears to store and update a unique value for each page visited.	10 minutes
	_gat	This cookie is used to throttle the request rate. It does not store any user information and is used to limit the number of requests that have to be made to Our website.	10 minutes

13.3.3 Please be aware We cannot control third party cookies. You can block cookies via the settings on your browser, however this may limit your access to certain websites including Our site. To understand more about these third party cookies and their privacy policies please visit the relevant websites below.

12.4 You can find further information about cookies at www.allaboutcookies.org.

13. Inappropriate content

If you send any inappropriate, offensive or defamatory content on Our website or social media platforms, We may use your personal data to inform relevant third parties including your internet provider or law enforcement.

14. Your rights

14.1 Under the EU regulation 2016/679 General Data Protection Regulation ("GDPR"), you have rights as an individual in relation to the information We hold about you. Your rights include:

14.2 The Right to be Informed: You have the right to be informed about how your personal data is collected and used. This policy and any other policy present on Our website or in Our communications, is intended to provide you with a clear, transparent, intelligible and easily accessible description in plain language of how your personal information shall be collected and used.

14.3 The Right of Erasure: You have the right to request that We delete your personal data and stop processing it. If We do not have an overriding legitimate interest (e.g. to comply with a legal obligation), then We will do so.

14.4 The Right of Access: You have the right to ask for a copy of the information We are processing about you by making a 'subject access request'. We do not charge a fee for this service, however We reserve the right to charge reasonable fees for additional copies of information that have already been supplied to you, and for requests that are manifestly unfounded, excessive or repetitive. You can make a subject access request by contacting Us at Office Manager, Fandango Digital Ltd, 145 St Pancras, Chichester PO19 7SH or by emailing

contact@fandangodigital.co.uk. If We hold personal data about you, are satisfied you are entitled to see it and We have proved your identity, We will:

14.4.1 Provide a description of the personal data We hold;

14.4.2 Explain why We are holding the personal data;

14.4.3 Inform you who this personal data has been shared with; and

14.4.4 Give you a copy of the data.

14.5 Right to Data Portability: You have the right to obtain and reuse your personal data for your own purposes across different services.

14.6 The Right of Rectification: If you believe We hold inaccurate or out dated personal information relating to you, you have the right to ask Us to rectify that information. You can also ask Us to check the personal information We hold on you to ensure it is up to date.

14.7 The Right to Restrict Processing: You have the right to request that We do not, or refuse Us permission to, process your personal data if you disagree with the accurary of the data or whether the use is legitimate.

14.8 Rights Related to Automated Decision-Making: You have the right not to be subjected to a decision based solely on automated processing, including profiling.

14.9 The Right to Object: You have the right to request that We do not process your personal information for the purposes of marketing, profiling and for scientific and/or historical research.

14.10 You have the right to ask Us not to continue to process your personal data for marketing purposes by contacting Us at Office Manager, Fandango Digital Ltd, 145 St Pancras, Chichester PO19 7SH or by emailing contact@fandangodigital.co.uk. Where you have opted in to receive marketing correspondence, you have the right to withdraw your consent at any time, or update your preferences of the types of marketing you receive. This can be done via the instructions contained in the marketing correspondence, or by contacting Us directly.

14.11 To speak to Us about your rights please get in touch at the above details. For further information on your rights, you can also view the Information Commissioner's guidance on their website at https://ico.org.uk/your-data-matters/.

15. Links to other websites

This privacy notice is not applicable to links within this website which link to other websites. Please read the privacy statements on other websites which you visit.

16. Making a complaint

If you would like to make a complaint about the way We have processed your data, or the information provided in this notice, please contact Us at Office Manager, Fandango Digital Ltd,

145 St Pancras, Chichester PO19 7SH or by emailing contact@fandangodigital.co.uk. Alternatively you can contact the Information Commissioner's Officer via their website at https://ico.org.uk/make-a-complaint/.

17. Changes to this policy

We regularly review this privacy notice and will make any changes available on this page. If We make any significant changes, We will notify you by email. By continuing to use this website you will be deemed to have accepted such changes. This privacy notice was last updated August 2018. We recommend that you check this page regularly to keep up-to-date.

18. Our contact details

If you would like to request further information about Our Privacy & Cookie Policy you can contact Us at Office Manager, Fandango Digital Ltd, 145 St Pancras, Chichester PO19 7SH or by emailing contact@fandangodigital.co.uk.

This Policy has been approved and authorised by:

Name:	Carla Forder
Position:	Director
Date:	23rd May 2024
Due for Review by:	23rd May 2027
Signature:	er