

Privacy Statement for www.newcastlewineweek.co.uk

Your Privacy is Important to Us

Introduction

At Newcastle Wine Week, accessible via www.newcastlewineweek.co.uk (hereinafter referred to as “the Website”), we are committed to protecting and respecting your privacy. This Privacy Statement outlines how we collect, use, store, and safeguard your personal data, and your rights concerning that data. Whether you are browsing our site, subscribing to updates, attending our events, or communicating with us, we ensure that your information is handled in accordance with applicable data protection laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

If you have any questions or concerns about our use of your personal information, you can contact us at info@newcastlewineweek.com.

What Information We Collect

Personal Data You Provide to Us

- **Contact Information:** Name, email address, postal address, and phone number you provide when signing up for updates, registering for events, or making enquiries.
- **Demographic Information:** Age, gender, location, and other details you optionally provide when participating in surveys or competitions.
- **Event Participation Details:** Information related to your registration and attendance at Newcastle Wine Week events, such as dietary requirements or accessibility needs.
- **Payment Information:** If you purchase tickets or products via our Website, you may be asked to provide payment details. These are processed securely by our third-party payment providers and are not stored by us.
- **Communications:** Records of correspondence with you, including emails, customer service requests, and feedback.

Automatically Collected Data

- Technical Data: IP address, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access the Website.
- Usage Data: Information about how you use our Website, pages viewed, referral sources, and length of visits.
- Cookies and Tracking Technologies: We use cookies and similar tracking technologies to collect data about your interactions with our Website. For more information, please see our Cookie Policy.

How We Use Your Information

We use the information we collect for the following purposes:

- To provide, operate, and maintain the Website and its features.
- To manage registrations and attendance for Newcastle Wine Week events.
- To communicate with you about event updates, changes, cancellations, or news related to Newcastle Wine Week.
- To respond to your enquiries and requests submitted via email or our contact forms.
- To process transactions and issue tickets, where applicable.
- To improve our Website and services based on feedback and usage analytics.
- To send marketing communications where you have opted in to receive them. You can opt out at any time.
- To comply with legal obligations and protect the rights, property, or safety of Newcastle Wine Week, our users, or others.

Lawful Basis for Processing Personal Data

We process your personal data only where we have a lawful basis to do so. This may include:

- Consent: Where you have given clear consent for us to process your personal data for a specific purpose, such as receiving newsletters.
- Contract: Processing is necessary for the performance of a contract with you, such as event registration or ticket purchase.
- Legal Obligation: Where processing is necessary for compliance with a legal obligation.
- Legitimate Interests: Where we have a legitimate interest that does not override your data protection rights, such as improving our services or preventing fraud.

How We Share Your Information

We do not sell or rent your personal data to third parties. However, we may share your information in the following circumstances:

- **Service Providers:** We may share your data with trusted third parties who perform services on our behalf, such as event management, payment processing, email communication, and data analysis. These providers are required to protect your information and use it only for the services they provide to us.
- **Legal Compliance:** We may disclose your information if required by law, court order, or to comply with other legal obligations.
- **Event Partners and Sponsors:** Where you have agreed to this, we may share your data with official partners or sponsors of Newcastle Wine Week for event-related purposes.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your data may be transferred as part of the business assets.

International Data Transfers

Your personal data may be transferred and processed in countries outside the United Kingdom or the European Economic Area (EEA). Where such transfers occur, we ensure appropriate safeguards are in place, such as standard contractual clauses, to protect your information to the same standard as required under UK law.

How We Protect Your Information

We implement a variety of security measures to maintain the safety of your personal data, including but not limited to:

- Secure servers and encrypted connections (SSL/TLS) for Website transactions;
- Restricted access to personal data on a need-to-know basis;
- Regular review and updating of data protection policies and procedures;
- Staff training in data protection and privacy.

However, please note that no method of transmission over the Internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal data, we cannot guarantee its absolute security.

Retention of Your Data

We retain your personal data only as long as necessary to fulfill the purposes set out in this Privacy Statement, including for the purposes of satisfying any legal, accounting, or

reporting requirements. When your data is no longer required, it will be securely deleted or anonymised.

Your Rights

Under the UK GDPR, you have various rights in relation to your personal data, including:

- **Right to Access:** You have the right to request access to the personal data we hold about you.
- **Right to Rectification:** You can request correction of any inaccurate or incomplete data.
- **Right to Erasure:** You can request deletion of your personal data under certain circumstances.
- **Right to Restrict Processing:** You may ask us to suspend the processing of your personal data in certain cases.
- **Right to Data Portability:** You can request to receive your personal data in a commonly used format and have it transmitted to another controller.
- **Right to Object:** You can object to our processing of your personal data for direct marketing or on grounds relating to your particular situation.
- **Rights Relating to Automated Decision Making:** You have the right not to be subject to a decision based solely on automated processing.

To exercise any of these rights, please contact us at info@newcastlewineweek.com. We may need to verify your identity before fulfilling your request.

Children's Privacy

Our Website is not intended for use by children under the age of 18. We do not knowingly collect personal data from children. If you believe that a child has provided us with personal data without parental consent, please contact us at info@newcastlewineweek.com and we will take steps to remove such information from our systems.

Links to Third-Party Websites

Our Website may contain links to third-party sites. We are not responsible for the privacy practices or the content of such sites. We encourage you to read the privacy statements of any website you visit.

Changes to This Privacy Statement

We may update this Privacy Statement from time to time to reflect changes to our practices, legal requirements, or for other operational reasons. We will post any changes on this page and, where appropriate, notify you by email. Please review this page periodically for the latest information.

Contact Us

If you have any questions, concerns, or requests regarding this Privacy Statement or our privacy practices, you may contact us:

- Email: info@newcastlewineweek.com
- Alternatively, through any contact forms provided on our Website.

We are committed to resolving any complaints about our collection or use of your personal data. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).

Effective Date

This Privacy Statement is effective as of 7 July 2025.

Thank you for visiting www.newcastlewineweek.co.uk and for trusting us with your personal information. Your privacy is of utmost importance to us.