TheVenueHunters.com privacy policy, marketing, cookie consent.

Privacy Policy

The Venue Hunters are committed to protecting your privacy. This policy explains how we collect, use and store information and what it means to you.

At The Venue Hunters we work in partnership with our customers and you have control over the information we store about you and what types of information (if any) you would like to receive from us.

The information we collect about you:

We may collect information about you from a variety of sources, including information we collect from you directly; when use our services or contact us, and information we collect about you from other sources.

The information we collect directly from you:

When making an enquiry or event booking and or making an accommodation booking we ask you for your name; company name; contact details such as phone and e-mail; and social network and credit card details.

When making a booking to attend an event we ask you for your name; company name; contact details such as phone and e-mail; and social network and credit card details, your meal preference and occasionally information pertaining to your health such as allergy information.

You may be required to provide sensitive personal information about yourself or others, for example, your dietary requirements or health details (if applicable). If you provide us with any other sensitive personal information by telephone, email or by other means, we will treat that sensitive personal information in accordance with this Privacy Policy.

How we use this information

Customer research

We may use your information to gain your valuable feedback about your event booking and experience

To provide the services you want

We may use information we collect about you to provide the services you request and to manage our records as well as to help us improve these services to you. So that we can keep you informed of important administrative or service messages, we need to use your information to contact you, even where you have told us you do not wish to receive direct marketing.

The following are examples of how we may use your information:

When we process a booking for you.

So that we can contact you, if we need more information or if there are any changes to the booking or cancellation of the booking.

To update and/or amend your booking as requested and contact you if we need more information.

So that we can retrieve you’re booking for you.

To help us service any post-event queries.

To help us develop technology to serve you better in the future.

If you give us sensitive personal Information, you are giving your explicit consent for The Venue Hunters to collect, process, disclose or transfer, and store it so we can fulfil your requirements or for safety reasons (e.g. using your dietary requirement Information for the specific purpose of caterers to provide you with a suitable meal).

Your sensitive personal information will only be disclosed to the appropriate third-parties for the fulfilment of the relevant booking and order to satisfy your requirements.

Marketing

We would like to be able to share with you, information about our products and services, invitations to events, special offers and other industry news; so that you can take advantage of the best we can offer. We will only use your information in this way where you have given us approval to do so. You may opt out of marketing at any point of your contact with The Venue Hunters.

Where you have given The Venue Hunters your consent we would like to keep in touch with you by post, phone, text, electronic mail and social media.

We may disclose your information to third parties, such as hotels and venues and other service providers. This will only be done under strict contract with the third party.

We will use the most recent consent you have given us, or the most specific consent, subject to the time it takes us to reflect these changes in our systems and/or processes

You may opt-out of marketing at any time by Contacting us.

Disclosed information to Third party/service providers

We may occasionally use third party companies to improve our internal systems and develop software. These companies are carefully selected and screened to ensure maximum protection of your security and privacy and are permitted to use the Information only in accordance with our instructions.

We are committed to keeping personal information secure. We have appropriate procedures in place to protect personal information from loss, misuse or alteration and we will ensure it is only accessible by those who have a business need.

**Links to other Websites and their security and privacy policies**

On our website and in email correspondence we may provide links to other websites for your convenience and information. Please be aware that these sites may have different security and privacy policies and we have no control over and take no responsibility for any information submitted to these sites directly by you or on your behalf.

Changes to our privacy policy

Our Privacy Policy is reviewed regularly to ensure that it reflects how we use your information. Any changes will be notified to you by updating this policy.

This Privacy Policy is current from January 2019.

How to contact us

The Venue Hunters Data Protection Officer is Rachel Lowther, owner of The Venue Hunters. At any time, you can choose to change your personal details or withdraw from our marketing activity. You are entitled to receive a copy of the personal information we hold about you. Simply submit an Access Request directly with The Venue Hunters. Please ensure you enclose the following with your completed request:

A photocopy of your passport or other acceptable official document upon which your signature is present and can be verified.

Your name

Your company name

Your address

Most recent event reference number

Current ID – this information is required to establish and confirm your identity, to ensure that consent is provided, and also ensure that The Venue Hunters only discloses information about you with your consent.

Please send your request to us at the following address:

The Data Protection Officer, The Venue Hunters, Arnott House, 12-16 Bridge Street, Belfast, BT1 1LU

Or email: Data Access Request

Please contact us if you have any questions about our Privacy Policy or the information we hold about you by emailing or by direct call.

# Cookies

## What are cookies

As is common practice with almost all professional websites this site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience. This page describes what information they gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored however this may downgrade or ‘break’ certain elements of the sites functionality.

See the [cookies](http://en.wikipedia.org/wiki/HTTP_cookie) page on Wikipedia

## How We Use Cookies

We use cookies for a variety of reasons detailed below. Unfortunately, in most cases there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave on all cookies if you are not sure whether you need them or not in case they are used to provide a service that you use.

## Disabling Cookies

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies will usually result in also disabling certain functionality and features of this site.

## The Cookies We Set

When you submit data through a form such as those found on contact pages or comment forms cookies may be set to remember your user details for future correspondence.

In order to provide you with a great experience on this site we provide the functionality to set your preferences for how this site runs when you use it. In order to remember your preferences, we need to set cookies so that this information can be called upon whenever you interact with a page and can be affected by your preferences.

## Third Party Cookies

In some special cases we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this site.

This site uses Google Analytics which is one of the most widespread and trusted analytics solutions on the web for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content.

For more information on Google Analytics cookies, see the official Google Analytics page.