

Privacy Policy

INTRODUCTION

KCS Group Limited is committed to protecting your privacy in all our dealings with you, whether through electronic event registration or through direct contact with any of our staff. We are committed to delivering a safe and secure experience.

KCS Group Limited is a business which provides event management and product loan services for its clients and event guests. We must process personal data (including sensitive personal data such as medical information which may affect your participation) so that we can provide these services safely – in doing so, KCS Group Limited acts as a data controller.

You may give your personal details to us directly, such as on an event registration form or product loan agreement, or we may collect them from another source such as an event delegate listing. We must have a legal basis for processing your personal data. For the purposes of providing you with event management services or product loans, we will only use your personal data in accordance with the terms of the following statement.

DATABASE SECURITY

Our database is encrypted, internal servers are password protected and remote access is limited. We invest in systems which track access and flag data breach attempts so that we keep your information safe at all times.

PERSONAL INFORMATION

We will collect personal data about you when you register for an event or request a product loan. We need to be able to collect and retain evidence of your eligibility to receive these services, and we need to be able to communicate with you as required in relation to the specific services being delivered, such as communicating event details with you or providing information regarding your product loan.

The personal data we will collect from you will be specific to the service we provide to you and will be solely used for the provision of those specific services. The personal data we will collect includes your name and contact details, and the additional information we require will differ depending on the specific service being provided – for example, passport details for event registrations or driving licence details for product loans, and/or medical information where attending an event with a high risk of injury where medical treatment may be required. We will ensure that all personal information supplied is held securely in accordance with the GDPR regulations.

You have the right at any time to request a copy of the personal information we hold on you. Should you wish to receive a copy of this, or would like to be removed from our database, please contact us via email at privacy@kcsgroup.co.uk.

HOW DO WE COLLECT, PROCESS AND STORE DATA?

We collect data via our delegate management software; Aventri. Data is collected via a registration form; which customers will fill in in order to book onto the event. The data is then stored on KCS's Aventri account, which is password protected and only accessible by the project managers of KCS. No client data is housed in Aventri's offices; only within their hosted platform. Employees will only be accessing data in the event that a customer needed help and requests it. Their policies prohibit the removal of data, and they have a DLP solution in place to ensure this.

All data collection takes place under a secure protocol: HTTPS/ TLS and data at rest is encrypted using AES-256. Data will be used prior to the event to contact guests in regards to the event, and during the event in the event of an emergency. Once the event has finished, the data will be deleted from the platform.

Under actual or suspected data breach, notification will be made to our clients within 24 – 72hrs. If any user data is compromised, they will be notified within 45 days. Data breach refers to any incident in which sensitive, confidential or otherwise protected data has been accessed and/or disclosed in an unauthorized fashion from Aventri platform or from Aventri managed systems.

HOW LONG DO WE KEEP YOUR DATA FOR?

KCS Group Limited will not retain your personal information longer than necessary for the legitimate provision of the services for which we have collected your information. Different services require us to keep data for different periods of time.

We will hold the information you provide for the duration of an event or product loan, or as needed to be able to provide the required services to you. We must also keep some event forms and documentation for as long as is legally required, after which period all information will be securely destroyed. Where we have obtained your consent to process your personal data, we will do so in line with GDPR regulations. Upon expiry of that period we will seek further consent from you. Where consent is not granted by you, we will cease to process your personal data.

CHOOSING HOW WE USE YOUR DATA

We understand that you trust us with your personal information and we are committed to ensuring you can manage the privacy and security of your personal information yourself.

KCS Group Limited will never sell your personally identifiable information to any third party without your express consent. We are, by nature of providing you with our event management and product loan services, required to share specific parts of your information with certain third-party providers, for example hotels in relation to event bookings; courier service companies for product deliveries. All third-party providers are required to have data security processes that comply with GDPR regulations.

With respect to the information relating to you that ends up in our possession, and recognising that it is your choice to provide us with your personally identifiable information, we commit to giving you the ability to do all of the following:

- **Right to Be Informed.** You have the right to be informed about the personal data that we hold on you.
- **Right to Rectification.** You can contact us to change, or correct your personal information controlled by KCS Group Limited regarding your profile at any time. GDPR gives us one month to respond but generally we will have everything done for you within 14 days.
- **The Right to Access.** You can verify the details you have submitted to us and all information held by us on our databases. Our security procedures mean that we may request proof of identity before we reveal information, including your e-mail address and possibly your address. You can always feel free to update us on your details at any point by contacting us on 01536 206500 or via email at privacy@kcsgroup.co.uk.
- **Right to Erasure.** You have the right at any time to be permanently removed from our database either because you no longer find our services relevant, wish to withdraw your consent or believe we have mistakenly acquired your information. However, we may retain archived copies of your information as required by law or for legitimate business purposes (including to help address fraud and spam).
- **Data Portability.** You can request a readable copy of all the personal data we hold on you at any time. Please contact us via privacy@kcsgroup.co.uk.
- **Right to Restrict Processing.** If you have a dispute or are not comfortable with how we have processed your data but do not wish for it to be fully erased, you can request for us to suspend further processing until a resolution is reached. Please contact us via privacy@kcsgroup.co.uk.
- **Rights to Object.** By providing KCS Group Limited with your contact details, you are consenting to our contacting you for legitimate reasons specifically relating to the event management or product loan services being provided. Whilst we would not use

your contact details for other marketing purposes unrelated to the specific services being provided, you have the right to object to us processing your data for marketing services by contacting us via privacy@kcsgroup.co.uk. You can unsubscribe from receiving general alerts and/or marketing emails from us by clicking the “unsubscribe” link at the bottom of any email.

- The Right to Withdraw Consent. Where you have consented to KCS Group Limited processing your data, you have the right to withdraw consent at any time by contacting us via privacy@kcsgroup.co.uk.

Please note, we are constantly reviewing how we process and protect data. Therefore, changes to our policy may occur at any time. We will endeavour to publicise any changes. This policy was last updated on 10th January 2020.

COMPLAINTS OR QUERIES

If you wish to complain about this privacy notice or any of the procedures set out in it please contact us at privacy@kcsgroup.co.uk, or on 01536 206500, or via post to KCS Group Limited, Clarke House, Brunel Road, Corby, Northamptonshire, NN17 4JW. You also have the right to raise concerns with Information Commissioner’s Office on 0303 123 1113 or at <https://ico.org.uk/concerns/>, or any other relevant supervisory authority should your personal data be processed outside of the UK, or if you believe that your data protection rights have not been adhered to.