



## Flavour Venue Search privacy and terms

Updated April 2020

### Introduction

Flavour Venue Search connects people wishing to hire venues for private or corporate events with the individuals responsible for booking events at said venues. We value the privacy of our customers and suppliers, only sharing contact information once consent has been given. Customer contact data can be supplied via [flavourvenuesearch.com](http://flavourvenuesearch.com), or via direct contact with staff at Flavour Venue Search when making enquiries. Flavour Venue Search will never share customer data with anyone other than the venue representative they have requested connection with. Flavour Venue Search does not manage or store customer transactional data or use cookies to track behavioural data on our website.

### Who we are?

Flavour Communications (trading as Flavour Venue Search) data is managed and controlled by the company directors: Nadia Evans and Tom Evans. Company registration 10849621. Kemp House, 150 -162 City Rd, London EC1V 2NX, United Kingdom.

### What information do we collect?

When an enquiry is made, Flavour Venue Search will obtain the name, email address and telephone number of the enquirer. Website visitors may also opt in to receive newsletters and marketing communications from Flavour Venue Search. For this purpose, their full names and email addresses are collected. We do not collect sensitive personal data or financial information.

Flavour Venue Search will also collect the names, telephone numbers and email addresses of the event managers responsible for event bookings at the venues listed on our website or held in our venue portfolio.

### How do we use personal information?

Flavour Venue Search will on occasion process data in the following ways:

- Emailing customers regarding an enquiry they have made.
- Telephoning customers regarding an enquiry they have made.
- Emailing venues regarding customer interest in their venue.
- Telephoning venues regarding customer interest in their venue.
- Emailing marketing communications to customers that have opted in.
- Sharing customer contact details with venues they've asked to be connected to.
- Sharing venue contact details with customers wishing to book or enquire.
- Emailing or telephoning venues regarding confirmation of booking and subsequent invoicing.
- Registering venues as part of the Flavour Venue Search portfolio.

### What legal basis do we have for processing your personal data?

All customer and supplier data is obtained with consent and only shared or utilised upon request. Customers and suppliers can contact Flavour Venue Search at any time to remove consent or have their data deleted.

**When do we share personal data?**

Data will only be shared with a venue or venues that a customer has requested to be connected to. Their name and contact details provided will be supplied to the valid representative at said venues(s). This information will be shared via direct email only.

**Where do we store and process personal data?**

All data is stored in the UK. Databases are cloud stored using password protected Dropbox business accounts. Data is not transferred outside of the EU.

**How do we secure personal data?**

As above, all Flavour Venue Search data is stored in password protected Dropbox business accounts. All Flavour Venue Search hardware stored on premise. Password protection and firewall software is utilised. Access to folders containing personal information accessible by Directors only.

**How long do we keep your personal data for?**

Owing to the repeat business nature of our service, Flavour Venue Search will securely retain contact information, unless deletion is requested.

**Your rights in relation to personal data**

Customers and suppliers may at any time request their data is deleted from our database or specify their contact details are not to be shared with specific or any venue/customer. Mailing list participants may opt out at any time by contacting us directly, or via the unsubscribe link present in emails they receive.

**How to contact us?**

Data subjects can contact Flavour Venue Search by emailing [info@flavourvenuesearch.com](mailto:info@flavourvenuesearch.com) or by post: Flavour Venue Search, Kemp House, 150 -162 City Rd, London EC1V 2NX, United Kingdom.

**Use of cookies and other technologies**

flavourvenuesearch.com does not utilise cookies or behavioural tracking technologies.

**Linking to other websites / third party content**

flavourvenuesearch.com hosts information relating to the venues which have agreed to be represented by us. Although efforts are made to ensure the accuracy of the information displayed, details are subject to change. We do not link to the venues we represent via our website or endorse the security of their websites.

**Booking terms and responsibilities**

Flavour Venue Search offers a free venue finding service for private and corporate customers. We research the venues we represent, act in relation to feedback and do our utmost to ensure the high quality of the venues we recommend. Flavour Venue Search is a recommendation service, suggesting suitable venues from our portfolio to enquiring customers. Any venue bookings will be confirmed and secured between the customer and venue. Flavour Venue Search will not manage customer payment in relation to an event booking. At the point of confirmation, the venue assumes responsibility for provision of a satisfactory service hereafter. Flavour Venue Search will not be held liable in the event of customer dissatisfaction with the venue or their event, nor are we responsible for client behaviour affecting the venue.