

Leadboiler Festival Privacy Policy

Leadboilers Festival (Part of Pride in Linthwaite CIC) and the event organisers, produce the largest green-field music and performing arts festival in Linthwaite and a number of other smaller music and performing arts events (the “Festival”).

We ask that you read this Privacy Policy carefully as it contains important information including who we are, how and why we collect, store, use and share personal information through your use of this Website or in relation to the production of the Festival, your rights in relation to your personal information, and how to contact us or the supervisory authority in the event you have a complaint.

We have designed this policy to be as user-friendly as possible. Click on the drop-down headings below to access more information on any topic.

What does this Privacy Policy cover?

This Privacy Policy covers any personal information we might collect from you or which we have obtained about you from a third party: (1) where you have registered an interest in attending the Festival, (2) where you purchase a ticket, or are offered a complimentary ticket, to attend the Festival, (3) where you provide services to us as a Supplier, crew member, volunteer, or performer, (4) when you interact with our social media channels, (5) where you have signed up to receive our newsletter, or (6) when you visit our website at www.leadboilers.com (“Website”).

Who collects information about you?

Leadboilers Festival (Part of Pride in Linthwaite CIC) is the data controller for the Festival’s registration database – this is the database in which your details are stored if and when you register an interest or any details in attending the Festival. For all other data processing activities, the data controller is Leadboilers Festival Events Limited.

When we refer to “we” “our” or “us” in this Privacy Policy we are referring to Leadboilers Festival (Part of Pride in Linthwaite CIC). For details of how to get in touch, please see the “Contact Us” Section of this Privacy Policy.

Useful Terms

In this Privacy Policy:

“Ticketholder” means any individual who purchases a ticket, or is provided with a complimentary ticket, to attend the Festival, or is given a wristband on entry. Ticketholders also includes prospective ticketholders who register an interest in attending the Festival

“Website Visitors” means individuals who visit our Website and who may decide to provide us with personal information to request further information or to receive marketing communications from us.

“Personal information” or “personal data” means any information about an individual from which that personal can be directly or indirectly identified. It does not include data where the identity has been removed (i.e., anonymous data).

What personal information do we collect?

We don't collect much data but a lot of photographs are taken. If provided, we may collect, use, store and transfer different kinds of personal information about you which we have grouped together as follows. We often don't collect this data but if we did, this is how we might handle it:

Identity Data such as your first name, last name, image, registration number, identification documents (such as your driving licence, passport or birth certificate), national insurance number, proof of address documents (such as a utility bill, council tax bill or polling card), job title and company.

Contact Data such as your email address, business address, home address, and telephone number, and professional and/or social network contact details.

Financial Data which may include (i) credit card and/ or billing information so that we can take payment from you and verify your address details, or (ii) Unique Taxpayer Reference number, tax codes or other information required by HMRC, and your bank details so that we can pay for the services you provide to us (if this is part of the contractual arrangements between us).

Transaction Data such as information about payments and details of purchases you have made.

Technical Data such as your internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this Website.

Usage Data which may include information about how you use our Website, or social media channels.

Performer Data such as your stage name, name of act, name and contact details of your agent and/or manager, information pertinent to the assessment of artists and performers (such as information on fan-base, sales and attendance figures, past performances, and up-coming events).

Profile Data such as social media handles, social media posts and messages.

Marketing and Communications Data including your preferences in receiving marketing or other communications from us.

Criminal Convictions Data includes information about criminal convictions proceedings or investigations, court orders, or court proceedings.

Health Data includes information about your health or disability.

How will we use your personal information?

Ticketholders

If you would like to purchase a ticket to the Festival you will first need to register your details on our registration site operated by our service provider, See Tickets. To process your registration, we collect your Identity Data and Contact Data and add this information to our registration database. If, during the registration process, you tick the box to sign up to receive our newsletter, we will use your Contact Data to add you to our newsletter database and send you newsletters.

Leadboilers is free to attend but if one year we choose to sell tickets and you are purchasing tickets with a view to attending the Festival as a Ticketholder, we will need to collect a certain amount of personal data, including your Identity Data, Contact Data, and Financial Data, in order to verify your ticket eligibility and the information provided in your registration, process and fulfil your ticket order, produce, and dispatch your Festival ticket, and to ensure the safety and security of everyone attending the Festival. In addition, we may collect your Health Data to facilitate accessibility arrangements or the provision of medical assistance.

We may also use your personal information for the following purposes:

To administer and manage our relationship with you, such as responding to communications.

To send transactional and service messages in relation to your ticket

To provide customer service and support.

For other business purposes, such as research and analysis, business development and planning, determining the effectiveness of, and improving, the Festival.

To send you information which we think you may find interesting (such as details about future events), in accordance with your marketing preferences.

To comply with legal or regulatory requirements.

To help us establish, exercise, or defend legal claims.

Suppliers, Crew, Volunteers, and Performers

Whether you are volunteering as a steward, or headlining the Pyramid Stage, you or your representatives will be required to supply a certain amount of personal data, which may include your Identity Data, Contact Data, Financial Data and Performer Data, in order for the Festival to comply with our legal obligations (such as verifying your right to work in the UK, and providing employee details to HMRC), to fulfil your contract, supply your accreditation, administer the relationship with you, or contact you in case of an emergency. The personal information provided as part of the Leadboilers Festival artist and crew advancing processes will be stored and processed by the respective area of the Festival you are working or performing at, and by the Festival's central functions for passes and finance administration.

In addition to the basic information provided to fulfil our contractual obligations, we will also use some of the personal data provided by artists, including Identity Data and Performer Data, to compile our line up listings. This will include the performer's name and social media handles (if they have a public profile). The line-up listings are shared with third party companies, such as our media partners (BBC, EE, and The Guardian, as well as the companies who process data on their behalf) to publish line-up information across their platforms; as well as being publicly available on the line-up

page of the Festival website. We believe this is in the legitimate interest of both the Festival and the artists performing at the Festival, as artists derive a benefit from being featured across these platforms, however any artist who wishes to have their information removed from or amended on these listings, has the right to request deletion or rectification, as described in the section 'Your rights' below.

Depending on the nature and responsibilities of your role we may be required to process your Criminal Convictions Data to carry out a disclosure and barring service (DBS) check (for example if your role involves you working closely with children).

We will also use your personal information for the following purposes:

To store (and update where necessary) your contact details on our database, so that we can contact you in relation to our agreements and the services you provide.

To administer and manage our relationship with you and to obtain services from you.

To comply with other legal or regulatory requirements.

To help us establish, exercise, or defend legal claims.

Social Media Users

We use social media channels (including Facebook, Twitter, and Instagram, the "Social Media Companies") to publish information on the Festival. If you follow or otherwise engage with our social media channels, we will collect Usage Data to analyse how users interact with those channels. If you use social media to send us messages or posts, we may use your Profile Data to communicate with you. When you interact with our channels, the Social Media Companies will also process your personal data for the purposes set out above as Joint Controllers. For more information we would encourage you to review the privacy notices published by the Social Media Companies.

Website Visitors

When you visit our Website, we automatically collect Technical Data and Usage Data about you through our and our technology partners' use of cookies and similar technologies (for more information about this, please see our Cookie Policy) to deliver relevant website content to you, to measure and understand the effectiveness of the content we serve you, to improve our Website content marketing and user experience, and to administer and protect the Website. If you use our contact form or any other web form on the Website to get in touch with us, we will collect your Identity Data and Contact Data together with the contents of your message.

If you sign up to receive our newsletter, we will collect your Contact Data to add you to our newsletter database and send you newsletters.

What is our legal basis for processing your personal information?

If you are a Ticketholder:

Where we process your personal information in connection with the sale or provision of a Festival ticket to you, this processing is necessary to perform the contract we have entered into with you.

Where we process your information to administer and manage our relationship with you, through our use of security cameras on the Festival site, or for other business purposes, we consider this is necessary for our legitimate interests and that your interests and fundamental rights do not override those interests.

Where we process your personal information to send you the festival newsletter, we do so on the basis of your consent in accordance with your marketing preferences. We will rely on legal obligation if we are legally required to hold your personal information to comply with legal or regulatory requirements, such as disclosure to regulators.

In the event that we process your Health Data, we will do so on the basis of your explicit consent or, in the event that you are not physically or legally capable of giving such consent, to protect your vital interests.

If you are a supplier, crew member, volunteer, or performer:

Where we process your personal information in connection with obtaining services from you (or from a third party through which you provide services), this processing is necessary to perform the contract we have entered into with you or the third party providing services to us (as applicable).

Where we process your information to administer and manage our relationship with you, through our use of security cameras on the Festival site, or for other business purposes, we consider this is necessary for our legitimate interests and that your interests and fundamental rights do not override those interests.

We will rely on a legal obligation if we are legally required to hold or otherwise use your personal information to comply with legal or regulatory requirements, such as verifying your right to work in the UK, providing employee details to HMRC, disclosure to regulators or the performance of DBS checks.

If you are a social media user:

Where we process your information to analyse engagement with our social media channels and to communicate with you, we consider this is necessary for our legitimate interests and that your interests and fundamental rights do not override those interests.

If you are a Website Visitor:

Where we process your personal information for the purposes described, we consider this is necessary for our legitimate interests and that your interests and fundamental rights do not override those interests.

Where we process your personal information to send you the festival newsletter, we do so on the basis of your consent in accordance with your marketing preferences.

Where we use cookies to collect personal information for the purposes of data analytics, we do so on the basis of your consent.

How do we collect personal information about you?

We may collect information from the following sources:

Directly from you: This is the information you or an individual acting on your behalf has provided directly to us for the purposes set out in this Policy.

Third-party sources: This will include information about you that is shared with us by our third-party partners or is available through publicly available sources, such as professional networking sites (including LinkedIn) and general market research.

Information we collect automatically: When you visit our Website or interact with our social media channels, we collect certain Technical and Usage Data automatically from your device.

Who do we share your personal information with?

We may share and disclose your personal information with the following categories of third parties for the purposes described in this Privacy Policy:

Service providers. We use a number of Suppliers who perform functions on our behalf or to provide certain services to us.

Our service providers are required to keep your personal information confidential and are not allowed to use it for any other purpose than to carry out the services they are performing for us.

Professional advisors. We may disclose personal information to our professional advisers, such as lawyers, auditors, accountants, and insurers, if necessary, as part of the professional services they are performing.

Compliance with laws. We may occasionally release your personal or financial information to public bodies, departments or institutions to assist law enforcement, to comply with laws or regulations, or to protect the rights, property or safety of the Festival, users of the site or others, including your vital interests or those of another person.

Security and international data transfers

International data transfers.

Where personal information is shared and disclosed as set out above, these parties may be established outside the United Kingdom. For example, some of the service providers we use to support our services are based in the United States, and this involves a transfer of your personal information to the USA. Whenever we transfer your personal information outside the United Kingdom, we ensure that a similar degree of protection is afforded to it by ensuring appropriate safeguards are implemented. This may include, where appropriate, relying on an adequacy decision or signing up to an International Data Transfer Agreement or Standard Contractual Clauses. To find out more information regarding the specific mechanism used by us when transferring your personal information outside the United Kingdom, please contact the Festival's Data Protection Officer via the Festival Website Contact or reach out on messenger via facebook to our facebook handle.

We may use cookies and other information gathering technologies to learn more about how you interact with our Website. You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of our Website may become inaccessible or not function properly. Please see our Cookie Policy for more information about the cookies we use.

Third party links and services

This Website may include links to third-party websites, plug-ins, and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

How long do we keep your personal information for?

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal information, we consider the amount, nature and sensitivity of the personal information, the potential risk of harm from unauthorised use or disclosure of your personal information, the purposes for which we process your personal information, and whether we can achieve those purposes through other means, and the applicable legal requirements.

For example, personal data relating to suppliers, crew members, volunteers, and performers will be retained for a maximum of 5 Festival cycles before being securely deleted.

Marketing

You may receive marketing communications from us if you have signed up to receive our newsletter and you have not opted out of receiving that information. You can ask us to stop sending you marketing messages at any time by following the opt-out links in any marketing message sent to you or by contacting the Festival's Data Protection Officer via the Festival Website.

Please note that opting out of marketing communications does not opt you out of receiving important service-related communications.

Your rights

Subject to any exemptions provided by law, you may have the right to:

Request access to your personal information (commonly known as a "data subject access request") and to certain other supplementary information that this Privacy Policy is already designed to address.

Request correction of the personal information we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).

Receive the personal information concerning you which you have provided to us in a structured, commonly used, and machine-readable format and have the right to transmit those data to a third party in certain situations;

Object to processing of your personal information at any time for direct marketing purposes.

Object to decisions being taken by automated means which produce legal effects concerning you or significantly affect you;

Object in certain other situations to our continued processing of your personal information;

Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

Withdraw your consent to our processing of your personal information, where we have collected and processed it with your consent.

For more information, please refer to the appropriate data protection legislation or consult the Information Commissioner's Office for guidance. If you would like to exercise any of these rights, please contact the Festival's Data Protection Officer via the Festival website contact form or reach out on messenger via facebook to our facebook handle and let us have enough information to identify you. We may need to request specific information from you to help us confirm your identity. This is a security measure to ensure that personal information is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive, or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

How to contact us

If you are within the UK, please address requests and questions about this or any other question about this Privacy Policy to the Festival's Data Protection Officer via the Festival website or reach out on messenger via facebook to our facebook handle.

How to Complain

We hope that we can resolve any query or concern that you raise about our use of your personal information.

You also have the right to make a complaint to your supervisory authority. In the UK, this is the Information Commissioner's Office (www.ico.org.uk).

Changes to this Privacy Policy

This version was last updated on 16th June 2023. To ensure that you are always aware of how we use your personal information we will update this Privacy Policy from time to time to reflect any changes to our use of your personal information and as required to comply with changes in

applicable law or regulatory requirements. However, we encourage you to review this Privacy Policy periodically to be informed of how we use your personal information.

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us.