

Privacy Policy

OUR COMMITMENT TO YOU

You are at the heart of everything we do. Our goal is to maintain your trust and confidence by handling your personal information with respect and putting you in control.

It's important that you know what personal information Escape to Freight Island (known here as "we" or "Escape to Freight Island") collects about you, and how we use it ourselves and on behalf of Depot Mayfield (the Escape to Freight Island Venue. [Depotmayfield.com](https://depotmayfield.com)).

We've done our best to make our explanations short and easy to understand. But, if you'd like further information, or have any questions, please contact our Data Protection Officer using the details in the 'Contact' section below.

If we ever make any major changes to our privacy practices, we'll let you know. If necessary, we'll also ask for your permission.

PRIVACY NOTICE

Our Privacy Notice has been designed with you in mind. How the notice applies to you will depend on the way in which you interact with us. For example, if you reserve a table, we will use the information you provide us to fulfil our obligations to you in delivering that service, and, where you've told us to, keep you up to date about other things that may be of interest to you; and when you browse our sites, we use cookies to tailor your experience and hopefully provide you with a seamless experience. Your choices and rights under each scenario are explained in more detail below.

OUR PRIVACY PROMISE TO OUR CUSTOMERS

At Escape to Freight Island we promise to be clear and transparent when it comes to your data. We'll let you know how we use your data and ensure that we collect and store it securely.

Safety and transparency are our priorities

We have to collect and store some data about our customers and subscribers, like your name and email address. We also have to share your data with our trusted partners like Facebook and Mailchimp (Our email provider) to ensure that we're able to contact you with news and updates. We promise to collect, process, store and share your data safely and securely. We'll also make sure that the other businesses we work with are just as careful with your data.

We use data to keep you in the loop!

If you choose to receive further marketing from Escape to Freight Island, we will let you know when reservations are available or send you the latest news, or relevant information via email, Facebook, Twitter or other digital marketing platforms. Remember, that you can always opt-out of this at any time by emailing us at info@freightisland.com with the header 'unsubscribe'

Finally, Cookies..

We use website cookies to track your web visit. This enables us to customise content and advertising and analyse website traffic. We share information about your use of our site with our trusted social media, advertising and analytics partners. You can find more information about the benefits of cookies in section 10.

OUR PRIVACY POLICY IN FULL

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INTRODUCTION

We are committed to ensuring the safeguarding of your data and will adhere to our policies outlined below.

1.1 This policy applies where we are acting as a data controller with respect to the personal data of our website visitors, in other words, where we determine the purposes and means of the processing of that personal data.

1.2 We will ask you to consent to our use of cookies in accordance with the terms of this policy when you first visit our website.

1.3 Our website incorporates privacy controls which affect how we will process your personal data. By using the privacy controls, you can specify whether you would like to receive direct marketing communications and limit the publication of your information. You can access your data at any time by emailing info@freightisland.com

1.4 In this policy, “we,” “us” and “our” refer to Escape to Freight Island and Broadwick Live. For more information about us, see Section 12.

2. HOW WE USE PERSONAL DATA

To communicate with you from time to time we will send venue news and updates to our customers via email or SMS about Freight Island and Depot Mayfield. Please be aware that these communications are not made for marketing purposes and as such, you will continue to receive them even if you opt-out from receiving marketing communications.

To personalise your customer experience

We may use your personal data in order to tailor our services to your needs and preferences and to provide you with a personalised customer experience.

To keep you informed

Occasionally we will keep you informed about relevant news and updates via email, SMS, Social media or other digital marketing platforms. To do this, we will share your data with our trusted partners: Mustard Media (Digital agency) Facebook, Instagram, Twitter, Mailchimp (Email provider), and Text Global (SMS provider). We will never share your data with another third party without your consent. Remember that you can choose to opt out of our updates by emailing info@freightisland.com with the header ‘Unsubscribe’

INFORMATION WE MAY COLLECT ABOUT YOU

Newsletters • If you register for one of our newsletters or request any advance information about our services, we will collect your name and contact details.

Purchases

If you make a purchase with us (whether for a Reservation or Booking, or any other goods and/or services) we’ll collect any information necessary to provide you with your purchase. For example: we’ll typically ask for your name, age, email address, date of birth, and payment details so we can process your purchase, deliver your service to you. We may also request other emergency contact information;

we'll collect information about any particular requirements you may have in order to gain access to the venue: this may mean providing us with information about your physical health or similarly sensitive information;

if there are circumstances where we need to verify your age for entry to the venue or for fraud prevention and detection, we will ask for proof of identity and age (such as a driver's licence or passport) We will not store these details.

Competitions and Surveys

Every now and again, we might invite you to participate in competitions or surveys. We'll collect information, so you can participate in these and deliver the prize if you win: this will include details such as your name, age and email address and any other information you provide in connection with your competition entry and/or survey response.

INFORMATION WE COLLECT FROM YOU INDIRECTLY

Communications

If you contact us through one of our online forms, or our social media channels, by phone or email, we may keep a copy or record of that correspondence.

IP address and device information

We will collect certain technical information about your device visits to our Platform and how you use the Platform. This may include your IP address, geographical location, device details such as your IMEI number, the MAC address of the Device's wireless network interface), browser type, referral source, length of visit, operating system, number of page views and similar information. This information is collected to give the user a more personalised website experience. This information may be collected by a third-party analytics service provider on our behalf and/or may be collected using cookies. For more details about cookies please see the specific section below.

Email Response Information

We might collect information about how you react to the emails we send to you, for example, how many times you open the email or if you engage with its content (for instance, by clicking on any links within it).

Social Media and Information you post online and reviews

We might collect information relating to any social media posts or comments you share online about our venue that are in the public domain (for instance, if you leave a review about the venue on a third-party social media site like Facebook). If you leave a comment or review on one of our social media official pages (such as through our Facebook, twitter or Instagram accounts), we may use this information to respond to your posts. We are not in control of these third-party platforms and you should refer to their privacy notices if you want to know more about how they use the information you share online.

INFORMATION WE GET FROM THIRD PARTIES

Booking agents and service providers

We will collect information about you from third parties that we work closely with, so we are able to deliver the goods or services you have requested. For example, we might work with a booking agent who you have reserved a table with. In those circumstances, they might give us your details, so we can provide you with access to the venue, or other ancillary services. We might also use third-party companies to manage our payment systems or Platform, they may collect information directly from you on our behalf.

We may also use the data provided from our booking and reservation partners to provide you with relevant updates via email, SMS, Facebook, Twitter or other digital marketing platforms. We will only use this data provided that you have consented to further marketing. You can opt out at any time by emailing info@freightisland.com or clicking the opt-out link on the e-mail.

HOW WE USE INFORMATION THAT WE COLLECT ABOUT YOU

We may use your information for the following purposes:

Service and Operational Purposes

to provide you with your goods, services and information that you have requested from us;

to manage your entry to Escape to Freight Island, including age and identification verification;

to provide you customer service and support, deal with enquiries or update you of changes to services;

we might contact you by phone to offer assistance if you have entered your contact details on our Platform to purchase but have not completed your purchase;

to improve and update our Platform and to make sure that content from our Platform is presented to you in the most effective and optimal manner (please view the specific Cookies section for more information);

to carry out aggregated and anonymised research about general engagement with our Platform and other goods and services

to allow us to monitor access to, and attendance at, Escape to Freight Island for health, safety and security purposes.

Marketing Purposes

We will only contact you for marketing purposes if you have opted-in to receive further marketing from us. By opt-in, this means that you have passed on your email to us and have confirmed that you are happy for us to contact you with updates and news via Email and our third-party partners: Facebook, Twitter, Google and any further digital marketing partners that we work with.

If you have given us your email address but chosen to opt-out of further marketing, then we will only contact you via email and will never contact you via our third-party partners: Facebook, Twitter, Google, and any further digital marketing partners that we work with.

If you have opted-in to receiving further updates from us, then we will use the following partners below to communicate with you.

WE MAY SHARE YOUR DATA WITH OUR TRUSTED THIRD PARTIES

Facebook Custom audiences

We may share your email address with Facebook in order to add you to our 'Custom Audience' list in Facebook. This means that we are able to send you relevant content ensuring that you will be the first to know about any announcements, news, competitions or information about the venue The Depot, Mayfield. Facebook process this data and hold it for a maximum of 48 hours before it is deleted.

We will never share the Custom Audience with any of our partners, or businesses.

We also use interest based targeting in order to send news to those who we believe may be interested. If you see an advert from us and would like to stop us from sending these to you, you can amend your privacy settings to do so. You can find more information on an advert's targeting by clicking 'Why Am I Seeing This Ad' on any of our adverts, this will then provide you with a breakdown of how and why you have been included within that particular targeting group. You can find the Facebook GDPR privacy policy here > <https://www.facebook.com/business/gdpr>

Facebook pixels

We add Facebook tracking pixels to the Escape to Freight Island website. This enables Facebook to understand when you have visited the site as well as your behaviour. Facebook is then able to serve you with relevant Escape to Freight Island content based on this information. For Example, if you have visited our site and registered for Escape to Freight Island updates, Facebook will then be able to send you these relevant updates.

You can choose to opt out of Facebook cookies at any time. When you visit our website, we give you the option to agree/disagree with cookies. In addition, we have provided information on how to disable cookies on your browser below.

TWITTER

We may share your email address with Twitter in order to add you to our 'audience list'. This means that we are able to send you relevant content ensuring that you will be the first to know about any announcements, news or competitions.

We will never share the Audience List with any of our partners, or businesses.

We also use interest based targeting in order to send news to those who we believe may be interested. If you see an advert from us and would like to stop us from sending these to you, you can amend your privacy settings to do so. You can find the Twitter GDPR policy here >

<https://gdpr.twitter.com/en.html>

GOOGLE AND YOUTUBE

We use Google Tag Manager to enable us to use Google tracking pixels on the Escape to Freight Island Website. This allows us to send you relevant marketing via Google channels, such as display banners and Youtube, based on your behaviour on the website. You can find the Google GDPR policy here > https://privacy.google.com/businesses/compliance/#?modal_active=none

MAILCHIMP

If you have submitted your email address via our website then we will store this with our trusted email provider Mailchimp whose servers and offices are located in the United States, so your information may be transferred to, stored or processed in the United States. Mailchimp are committed to achieving compliance with the GDPR. You can find more about the Mailchimp GDPR privacy policy here > <https://mailchimp.com/legal/privacy/>

Legal Purposes

We may use your information to enable us to enforce our legal rights, and/or to protect the rights, property or safety of our employees and/or other third parties.

WHO WE MIGHT SHARE YOUR INFORMATION WITH

We might share your personal information with:

selected third parties that we work with. For example, when you reserve your space, we might need to share your information with third party sub-contractors or service providers (such as security staff);

any other third party that you have indicated you are happy for us to share your information with for marketing purposes;

advertisers and advertising networks so they can serve relevant adverts to you. This information will only be used in anonymised or aggregated form. For example, we might provide information that 500 men aged under 30 have clicked on a particular advertisement on any given day;

prospective sellers or buyers of any business or assets if, we need to disclose information about people who use our products or services;

any other third parties where it's necessary to enforce our legal rights, or to protect the rights, property or safety of our employees or third parties, or where such disclosure is required by law.

UPDATES TO OUR PRIVACY POLICY

Amendments

8.1 We may update this policy from time to time by publishing a new version on our website

8.2 You should check this page occasionally to ensure you are happy with any changes to this policy.

8.3 We may notify you of changes to this policy by email .

9.YOUR RIGHTS

9.1 You may instruct us to provide you with any personal information we hold about you;
(a) the supply of appropriate evidence of your identity [(for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address)].

9.2 We may withhold personal information that you request to the extent permitted by law.

9.3 You may instruct us at any time not to process your personal information for marketing purposes. You can do this by emailing us at info@freightisland.com with the header 'Unsubscribe'

9.4 In practice, you will usually either expressly agree in advance to our use of your personal information for marketing purposes, or we will provide you with an opportunity to opt out of the use of your personal information for marketing purposes.

10. COOKIES USED BY OUR SERVICE PROVIDERS AND THEIR BENEFITS

The following types of cookies may be in use on our the Escape to Freight Island website:

Category 1: strictly necessary cookies

These cookies are essential in order to enable you to move around the website and use its features, such as accessing secure areas of the website. Without these cookies services you have asked for, like shopping baskets or e-billing, cannot be provided.

Category 2: performance cookies

These cookies collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor. All information these cookies collect is aggregated and therefore anonymous. It is only used to improve how a website works.

Category 3: Functionality Cookies

These cookies are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

Category 4: Targeting or Advertising Cookies

These cookies are used to deliver adverts more relevant to you and your interests. They are also used to limit the number of times you see an advertisement as well as help measure the effectiveness of the advertising campaign. They are usually placed by advertising networks with our permission. They remember that you have visited a website and this information is shared with other organisations such as advertisers. Quite often targeting or advertising cookies will be linked to site functionality provided by the other organisation.

Our service providers use cookies and those cookies may be stored on your computer when you visit our website.

We use Google Analytics to analyse the use of our website. Google Analytics gathers information about website use by means of cookies. The information gathered relating to our website is used to create reports about the use of our website. Google's privacy policy is available at:

<https://www.google.com/policies/privacy/>. The relevant cookies are: Facebook, Twitter, Google analytics and Google tag manager

We use Facebook tracking pixels. This service uses cookies for helping us to measure the effectiveness of our marketing, build custom audiences, understand conversion behaviour and optimize our marketing. You can view the privacy policy of this service provider at

<https://www.facebook.com/about/privacy/>. The relevant cookies are; Functionality and targeting cookies.

We occasionally use Twitter tracking pixels. This service uses cookies for helping us to measure the effectiveness of our marketing, building tailored audiences, understanding conversion behaviour and optimize our marketing. You can view the privacy policy of this service provider at <https://business.twitter.com/en/help/ads-policies/other-policy-requirements/policies-for-conversion-tracking-and-tailored-audiences.html> The relevant cookies are; Functionality and targeting cookies. We use Google tag manager. This allows us to deploy website tags all in one place. This service uses cookies for helping us to measure the effectiveness of our marketing, building tailored audiences, understand conversion behaviour, optimize our marketing and understand website visits and behaviour. You can view the privacy policy of this service provider at <https://policies.google.com/privacy?hl=en-GB&gl=uk> We use Google analytics tracking pixels. This enables us to monitor website activity and understand user behaviour as well as gain insight into our website visitors for examples their location. You can view the privacy policy of this service provider at <https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage> We occasionally use Hot Jar tracking pixels. This enable us to monitor website activity and understand user behaviour. You can view the privacy policy of this service provider at <https://www.hotjar.com/legal/policies/privacy>

MANAGING COOKIES

11.1 When visiting our website we will give you the option to accept cookies. If you choose not to accept cookies, then we will not track your visit or behaviour on our site.

You can manage cookies in your browser setting and control whether your browser will accept cookies, reject cookies or notify you each time a cookie is sent.

You may elect to reject cookies by adjusting your browser's settings, but doing so will limit the range of features available to the visitor on our site and most other major websites that use cookies.

You can however obtain up-to-date information about blocking and deleting cookies via these links:

(a) <https://support.google.com/chrome/answer/95647?hl=en> (Chrome);

(b) <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences> (Firefox);

(c) <http://www.opera.com/help/tutorials/security/cookies/> (Opera);

(d)

<https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies> (Internet Explorer);

(e) <https://support.apple.com/kb/PH21411> (Safari); and

(f) <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy> (Edge).

11.2 Blocking all cookies will have a negative impact upon the usability of many websites.

OUR DETAILS

12.1 This website is owned and operated by Escape to Freight Island

12.2 Our principal place of business is at

12.4 You can contact us:

by email to info@freightisland.com

Data protection officer

13.1 Our data protection officer's contact details are: dataprotection@mustardmedia.net / 01614020224

There's also The Information Commissioner's Office – ICO although we encourage you to try and let us help you first.

LAST MODIFIED: June 2020