

# PRIVACY POLICY

## WHO IS RESPONSIBLE FOR THE INFORMATION?

This is the privacy policy of Cascade Productions International Limited. We believe your personal information is private and should remain so; however, in order to complete our operations and provide the services we offer, we need to collect some personal information.

Cascade Productions International Limited (a company registered in England and Wales with registered office c/o First Floor East, Bridge Mills, Stramongate, Kendal, Cumbria LA9 4UB, with company number 03699332) (“we”, “us”), is the legal controller of the data and determines the purposes and means of processing. Please note that, as explained below, we may only be processing your personal data on behalf of another party, who will be the data controller in respect of that information.

Cascade takes reasonable measures to protect personal information from unauthorised access, disclosure, alteration or destruction and keeps personal data accurate and up-to-date. The main law governing data protection is the General Data Protection Regulation (Regulation (EU) 2016/679 of 27 April 2016) known as the “GDPR”. In order to fulfil our contracts of service and to provide the best services, we may share your personal information with third parties, such as hotels and airlines, and the data will be transferred securely, in accordance with the GDPR and as set out in this policy.

For any inquiries, you may contact [data@cascadelive.co.uk](mailto:data@cascadelive.co.uk)

Registration: While the Data Protection Act 1998 requires us to be registered with the Information Commissioner’s Office, we will remain registered under registration number: ZA324025. We will also comply with any successor notification requirements.

Controlling and processing information: We are the controller of all personal information used in our business for our own commercial purposes. Sometimes though, we will process personal information on behalf of another data controller, such as one of our clients who asks us to organise an event – and when this is the case, we will do so only in accordance with the instructions of that data controller and otherwise in accordance with the GDPR. If we are processing on behalf of another data controller, that data controller will provide relevant information to you about how your data is being shared.

## HOW DO WE COLLECT YOUR PERSONAL DATA?

“Personal information” in the context of this policy means any information relating to an identified or identifiable human being, i.e. one who can be identified, directly or indirectly, by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, biometric, mental, economic, cultural or social identity of that person.

In this policy, when we use the term “sensitive personal information” we mean special categories of information that are personal information revealing racial or ethnic origin, political opinions, religious

or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying someone, data concerning health or data concerning someone's sex life or sexual orientation.

The types of data collected and the reason we collect them is broken down below.

**Identity Data:** such as your first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.

**Contact Data:** such as your billing address, delivery address, email address and telephone numbers.

**Financial Data:** relating to your means and methods of payment, such as your bank account and payment card details.

**Transaction Data:** relating to the transactions you have carried out with us, payments to and from you and other details of products and services you have purchased from us.

**Technical Data:** that we may obtain when you make use of our website, such as your IP address, your login data, 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.

We use these details for, responding to client enquiries, maintaining client relationships, providing services to you, providing customer support, billing services we've provided, responding to job applications, sending non-marketing commercial communications

## Visitors to our website

You can visit our website or an event-specific website without entering any personal information. Once you choose to provide us with any personal information it will only be used in accordance with this privacy policy

Information about your computer or device and about your visits to and use of this website (including your IP address, geographical location, browser type, referral source, length of visit and number of page views) may be collected.

## Delegates, Guests and Attendees

For each event which we are organising or managing, we will collect and process personal information provided to us in the event registration process and/or during the event – either from you directly or from anyone on whose behalf you are attending the event. Here are some examples of the types of data we may collect, although this will vary on an event by event basis:

Your name, address, telephone number and email address

Your role within your organisation, your length of service

Details relating to any dependants (and to the extent you provide us with anyone else's personal data you are responsible for gaining their consent to share such data and for making them aware of this privacy policy)

Date of birth

Gender

Photographs and video images

Financial information

Passport details

Any information you make available, or transmit to us, via social media accounts

Details of transactions you carry out through our website or by other means and any subsequent communications with you about any of these.

We use this information for the sole purpose of running and managing events. The data collected is used to make hotel reservations, book transport, arrange catering or to provide us with necessary information to manage your event journey or to ensure your safety whilst attending the event.

## **Children**

We will process personal data relating to children only where children attend events with their parent or guardian and only to the extent we are given such information by the parent or guardian. As a parent or legal guardian, please do not allow your children to submit personal information without your permission. Any information regarding children is deleted within 21 days of the event they attended.

We may also collect, store and process the following sensitive personal information:

Information about your dietary requirement which may disclose your religious beliefs, any health conditions, race or ethnicity or sexual orientation to the extent we need to know the same in order to provide appropriate catering and/or accommodation at any event you attend

We will only collect and process the above sensitive personal information where you have provided us with your explicit consent.

You are not under any obligation to consent to us processing your sensitive personal data. However, without your consent, we may not be able to provide the services to fulfil the terms of a contract we have with you or a your employer.

If you are happy to consent to our use of your sensitive personal data, you will also be able to withdraw your consent at any time.

## **HOW DO WE PROCESS YOUR PERSONAL DATA?**

We will only use personal information when the law allows us to do so and relying on a relevant basis for lawful processing in each instance. We will use your personal information in the following circumstances, relying on the basis of processing indicated:

Basis of processing: Where we need to perform a contract we are about to enter into or have entered into with you.

To provide you with information or services that you request from us (contact details).

To carry out our obligations arising from any contracts entered into between you and us (contact details, payment information).

Basis of processing: Where it is necessary for our legitimate interests (or those of a third party, such as one of our clients on whose behalf you are attending an event) and we have undertaken an assessment to determine that processing for those interests (listed below) does not outweigh your interests and fundamental rights, considering the nature and impact of the processing and any relevant safeguards we can put in place.

To perform our obligations under any contract with our clients (name, contact details, dates of birth, job titles, marital status and other related information that our clients may provide).

To ensure that our events run as smoothly as possible and that we can take all reasonable measures to keep you up to date with event plans and ensure the safety and comfort of our delegates during any event (personal preferences in terms of catering or accommodation as well as details of anyone who may be accompanying you at an event, contact details, online identifiers).

To ensure that content from our website is presented in the most effective manner for you and for your device (online identifiers, location data and other technical information).

To provide you with information or services that we feel may interest you (where you have consented to be contacted for such purposes to the extent consent is required by law) (contact details and any information relating to personalisation preferences).

To allow you to participate in interactive features of our service, when you choose to do so (online identifiers, location data and other technical information).

To notify you about changes to our service (contact details).

To maintain a basic amount of information about you and your transaction history, in order to provide you with a service tailored to your preferences (contact details, payment history and any information relating to personalisation status).

Basis of processing: Where we need to comply with a legal or regulatory obligation.

To retain basic transaction details for the purpose of tax reporting (contact details and transaction history).

Basis of processing: Where you have consented to the processing.

To use non-essential cookies on our website (see "Cookies" section below for further information) (online identifiers, location data and other technical information). You have the right to withdraw consent to such use at any time by contacting us but please note that some or all parts of our website may no longer be accessible to you.

To send you direct marketing communications via email, text message, post or telephone call (contact details). You have the right to withdraw consent to any such use at any time by contacting us.

If you are an attendee, guest or speaker at an event or a participant in a video or media project we will seek consent to the extent that your image is to be processed in respect of that project.

Other issues about how we use personal information:

Please note that we may process your personal information for more than one lawful basis depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal basis we are relying on to process your personal information – contact details are below.

We will only use your personal information for the purposes for which we collected it (or were asked to process it on behalf of one of our clients), unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. Please contact us if you would like further details of any additional purposes of processing. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis that allows us to do so.

Where we need to collect personal information by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with services). If this happens, we may have to cancel, or be unable to provide, any services you have requested.

Please note that we may process your personal information without your knowledge or consent where required or permitted by law.

We may collect, use and share aggregated data such as statistical or demographic data for any purpose. Aggregated data may be derived from your personal information but is not considered “personal data” in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your website usage data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect aggregated data with your personal information so that it can directly or indirectly identify you, we treat the combined data as personal information which will be used in accordance with this privacy policy.

If you provide us with any personal information relating to relatives, partners or other individuals it is your duty to make such persons aware that their personal information may be shared with us and to provide them with appropriate information about how their personal information may be processed by us.

## **DIRECT MARKETING**

As indicated above, we may use your personal information to provide you with information about services that may be of interest to you and we may contact you about these by email, text message, post or telephone call. This is known as direct marketing.

Examples of direct marketing may include:

sending promotional emails about special offers, customer events or other information which we think you may find useful or interesting using the email address which you have provided;

contacting you for market research purposes (by email, text message, post or telephone call).

We will only process personal information for the above purposes as permitted by law, which usually means with your specific consent. You have the right to withdraw this consent at any time.

Information about how to withdraw your consent is set out below.

**We never contact event attendees for the purpose of direct marketing.**

We may also disclose your information to our subsidiaries, our ultimate holding company and its subsidiaries, but never to any third parties or marketing agencies for the purpose of direct marketing. Again, we will only do this with your explicit consent and you have the right to withdraw this consent at any time. Information about how to withdraw your consent is set out below. Please see "Data Sharing" below for further details.

## **CONSENT**

In this policy, where we have referred to needing your consent for any processing, we will make sure that the consent:

is specific consent for one or more specified purposes; and

is given by a clear affirmative act establishing a freely given, specific, informed and unambiguous indication of your agreement to the relevant processing of personal information.

## **HOW WE USE SENSITIVE PERSONAL INFORMATION**

Protection for sensitive personal information: Processing of sensitive personal information requires higher levels of protection. We may process sensitive personal information about an individual in the following circumstances:

Specific sensitive personal information we process and why we are allowed to do this:

Explicit consent:

We will process information about an individual's physical health, or disability status, to ensure health and safety and to provide appropriate adjustments the individual might require to access any events we have arranged for the data subject to attend.

Explicit consent:

We will use information about an individual's religious or moral beliefs, or health conditions, to ensure catering and accommodation at events is appropriate.

Where you are a parent or guardian of a child attending any event, we will rely on your explicit consent to process any such information relating those children for whom you are responsible and who may be attending an event.

Explicit consent:

We will use information about an individual's sexual orientation or preferences to ensure accommodation arrangements in relation to room-sharing at events are appropriate.

## **AUTOMATED DECISION-MAKING**

Automated decision-making takes place when an electronic system uses personal information to make a decision relevant to you without human intervention.

We do not envisage that any decisions will be taken about you using automated means, however we will notify you in writing if this position changes.

## DATA SHARING

Personal data is processed only in order to carry out our operations. We only transfer personal data to carefully selected GDPR-compliant third parties such as hosting providers, data storage providers, and other third party suppliers providing a service necessary to fulfil our operations.

Personal data is only transferred under a data processing agreement and always encrypted in transfer.

We don't, and never will, sell or rent your information to any third party.

Transfer of personal information outside of the EEA: We may transfer certain personal information that we hold on individuals living in the European Union to a country outside the European Economic Area ("EEA"), provided that one of the following conditions applies:

the country to which the personal information is transferred ensures an adequate level of protection for that individual's rights and freedoms;

an individual has given their explicit and informed consent having had the risks explained to them;

the transfer is covered by one of the derogations set out in the GDPR, including the performance of a contract between us and that individual, or to protect the vital interests of individuals;

the transfer is legally required on important public interest grounds or for the establishment, exercise or defence of legal claims; or

the transfer is authorised by the relevant data protection authority where we have checked adequate safeguards exist with respect to the protection of the individual's privacy, their fundamental rights and freedoms, and the exercise of their rights.

Subject to the requirements set out above, the personal information we hold may also be processed by individuals operating outside the EEA who work for us or for one of our suppliers. Those individuals may be engaged in, among other things, the fulfilment of contracts with the relevant individual, the processing of payment details and the provision of support services.

Safeguards: If we use a third party data processor to process personal information on our behalf, we will obtain contractual commitments to safeguard the security of the personal information to ensure that the third party only acts on our instructions when using that personal information and that the third party has in place appropriate technical and organisational security measures to safeguard the personal information. Whenever we transfer your personal information out of the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

We may transfer your personal information to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission. For further details, see [European Commission: Adequacy of the protection of personal data in non-EU countries.](#)

Where we use service providers, we may use specific contracts approved by the European Commission which give personal information the same protection it has in Europe. For further details, see [European Commission: Model contracts for the transfer of personal data to third countries.](#)

Where we use service providers based in the US, we may transfer data to them if they are part of the Privacy Shield, which requires them to provide similar protection to personal information shared between Europe and the US. For further details, see [European Commission: EU-US Privacy Shield.](#)

Please contact us if you want further information on the specific mechanism used by us when transferring your personal information outside the EEA.

Why we might share your personal information with third parties: We may share personal information: (i) any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries; and/or (ii) in the event that we sell or buy any business or assets, or sell the Company, we will disclose your personal data to the prospective seller or buyer of such business or assets. We may also disclose personal information we hold to third parties if we are under a duty to disclose or share an individual's personal information in order to comply with any legal obligation, or in order to enforce or apply any contract with that individual or other agreements; or to protect our rights, property, or safety of our employees, customers or others. This includes exchanging personal information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

When appropriate, we will anonymise personal information when used for performance reviewing and reporting activities.

We may also share personal information we hold with selected third parties for the purposes set out below. We do not allow our third-party service providers to use your personal data for their own purposes; we only permit them to process your personal data for specified purposes and in accordance with our instructions.

Third party service providers who may process your personal information: When we use the term "third party", we mean any entity who is not the Company, including third party service providers, contractors and designated agents and any member of our group. The following third party service providers may process personal information for the following purposes:

We use a range of suppliers from time to time in order to ensure we provide the best service to our clients. It is therefore impractical to list all suppliers that may process personal data but listed below are some examples of the types of supplier we use to process data:

Software providers for the purpose of

Storing our files

Project management

Online delegate registration

Online booking providers who make travel arrangements (hotels, accommodation, rail and flight bookings)

Photography galleries

Video hosting

Transferring files securely

Sending invoicing and/or commission claims

Session scanning or content tools, such as audience response

IT service providers

Maintaining our IT systems

Managing our IT security

Hotels, Conference Venues and Event Caterers

Booking client accommodation

Arranging catering to meet delegate's specific needs

Ensuring delegate safety at an event

Transport Providers (scheduled airlines, airline charter companies, coach companies, rail providers, private chauffeurs)

Booking and arranging travel plans

Miscellaneous Suppliers

Suppliers that may provide services on an event specific basis that may require some elements of personal data in order to provide their services, this may include but is not limited to

Freelance Professionals (such as Producers, Directors, Editors, Production assistants)

Professional speakers and/or their managing agents

Camera crew

Team building companies

Entertainers and/or their managing agents

Childminding providers

## **RETENTION AND DESTRUCTION**

We retain personal information for the period necessary to fulfil the purposes outlined in this policy unless a longer retention period is required by law. We will not keep personal information in a form which permits identification of individuals for longer than is necessary for the purpose or purposes for which they were collected. We will take all reasonable steps to destroy, or erase from our systems, all data which is no longer required (or, where we are processing on behalf of another data

controller, return their information to them). 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 personal information, the purposes for which we process information and whether we can achieve those purposes through other means, and the applicable legal requirements.

We will only keep personal information for as long as is necessary for the purpose or purposes for which that personal information is processed; and we will let anyone about whom we process data know how long that is or the criteria that go into deciding how long that is.

We may sometimes anonymise your personal information (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

## **Clients**

We retain contact information about active clients, an active client is classed as anyone we have worked for in the past 6 years. Our client databases are subjected to an audit review to maintain accurate information is stored every 12 months.

## **Delegates / Guests / Attendees**

Personal data stored in cloud software is deleted 21 days after the event date, a single copy of this data is kept on an encrypted server for 18 months after the event date, after which it is securely deleted. We keep the information for 18 months after an event because events most commonly repeat on an annual basis and we are often asked by clients to refer back to the list of attendees by clients. Any sensitive personal data is purged at the 21-day point.

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of, or unauthorised access to, your personal information.

Our website may, from time to time, contain links to and from the websites of partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies or the security of these websites. Please check the relevant policy before you submit any personal information to these websites.

## **KEEPING DATA SECURE**

We will always take appropriate technical and organisational precautions to prevent the loss, misuse or alteration of, or unauthorised access to, your personal information.

Keeping data safe is a huge responsibility and our top priority. We work hard to protect our customers' data from the latest threats. This is not a one-time effort, it's a continual process that we monitor and work on. All devices that are used to process or store personal data are encrypted at rest. Every employee has undertaken GDPR training and achieved the minimum pass rate to graduate. Password management is in place to ensure company compliance with minimum password standards and that passwords are single use and multi-factor authentication is required for identification and password resets.

Security issues come to light through different means and activities, from articles in technical press, discovery during routine work, and through our internal reviews and vulnerability scans.

Where personal data is stored externally it is in carefully selected GDPR-compliant cloud software systems (see 'Data Sharing' above), whose computers are housed in secure data centres with heavily restricted access with numerous levels of security to prevent unauthorised access to those services. Only employees who need to access to personal data in order to carry out their jobs are given access to these systems. Our employees may only process personal information in accordance with this privacy policy, and any employee who breaches this privacy policy may be subject to disciplinary action, up to and including dismissal.

How we deal with security issues

When we discover a security threat we follow this process:

Understand the nature of the threat.

Assess the risk of the threat to our customers' data - bearing in mind the likelihood of breach and the impact of a possible breach.

Scope the work required to mitigate or eliminate the risk.

Prioritise any work according to the results of this risk assessment.

In the event of a security breach we will of course comply with our obligations under the GDPR to notify you and/or the relevant supervisory authority, as applicable.

## YOUR RIGHTS

Under certain circumstances, you have rights under data protection laws in relation to your personal information, as summarised below.

You have the right to:

Request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.

Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

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 successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal information to comply with local law. Note, however, that we may not always be able to comply with your request for erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal information where we are relying on a legitimate interest (of our own or of a third party) and there is something about your particular situation which makes you

want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal information for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal information. This enables you to ask us to suspend the processing of your personal information in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal information to you or to a third party. We will provide to you, or a third party you have chosen, your personal information in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your personal information. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

If you wish to exercise any of the rights set out above, please contact us as detailed below. We aim to respond to all legitimate requests within one month (and if we are only processing the data in question on behalf of another party, the response may actually come from that other party as the relevant data controller). 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.

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 may need to request specific information from you to help us confirm your identity and ensure your right to access your personal information (or to exercise any of your other rights). 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 for further information in relation to your request to speed up our response.

## COOKIES

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our website.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer or device if you agree. Cookies contain information that is transferred to your computer or device. We use the following cookies:

Strictly necessary cookies. These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website.

Analytical/performance cookies. They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

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

Targeting cookies. These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and any advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

You can find more information about the individual cookies we use and the purposes for which we use them in the table below:

## Functional and Required Cookies

Our websites use some necessary cookies because they allow visitors to navigate and use key features on your site. These cookies vary from site to site depending on the features it uses. For example, Functional and Required Cookies help these features work:

Cookie Name	Duration	Purpose
Crumb	Session	Prevents cross-site request forgery (CSRF). CSRF is an attack vector that tricks a browser into taking unwanted action in an application when someone's logged in.
RecentRedirect	30 minutes	Prevents <i>redirect</i> loops if a site has <a href="#">custom URL redirects</a> . Redirect loops are bad for SEO.
CART	2 weeks	Shows when a visitor adds a product to their cart
hasCart	2 weeks	Tells Squarespace that the visitor has a cart

SiteUserInfo	3 years	Identifies a visitor who logs into a <a href="#">customer account</a>
SiteUserSecureAuthToken	3 years	Authenticates a visitor who logs into a customer account
Commerce-checkout-state	Session	Stores state of checkout while the visitor is completing their order in PayPal
squarespace-popup-overlay	Persistent	Prevents the <a href="#">Promotional Pop-Up</a> from displaying if a visitor dismisses it
squarespace-announcement-bar	Persistent	Prevents the <a href="#">Announcement Bar</a> from displaying if a visitor dismisses it

## Analytics and Performance Cookies

We use Analytics and Performance cookies to collect information on your behalf about how visitors interact with our site(s).

Cookie Name	Duration	Purpose
ss_cid	2 years	Identifies unique visitors and tracks a visitor's sessions on a site
ss_cvr	2 years	Identifies unique visitors and tracks a visitor's sessions on a site
ss_cvisit	30 minutes	Identifies unique visitors and tracks a visitor's sessions on a site
ss_cvt	30 minutes	Identifies unique visitors and tracks a visitor's sessions on a site

ss_cpvisit	2 years	Identifies unique visitors and tracks a visitor's sessions on a site
ss_cookieAllowed	30 days	Remembers if a visitor agreed to placing Analytics cookies on their <i>browser</i> if a site is restricting the placement of cookies

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies.

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you block cookies you may not be able to access all or parts of our website.

## CHANGES TO THIS POLICY

We reserve the right to change this policy at any time. Where appropriate, we will notify individuals (or the relevant data controller, in respect of any personal information provided to us for processing on their behalf) of those changes by post or email. Each time you enter or use our website, you agree that the privacy policy current at that time shall apply to all information we hold about you.

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.

## CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [data@cascaodelive.co.uk](mailto:data@cascaodelive.co.uk) or by postal mail to Data Protection Office, Cascade Productions, 7 Crossford Court, Dane Road, Sale, M33 7BZ.

You have the right to make a complaint at any time to the Information Commissioner's Office, the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We would, however, appreciate the chance to deal with your concerns before you approach the Information Commissioner's Office, so please contact us in the first instance.