

## PRIVACY STATEMENT



To deliver our services and in common with other organisations and businesses we utilise personal data. We keep this to the absolute minimum required to manage our relationship with you or your business, to fulfil our contracts and service expectations, and in some cases to manage customer payments.

***We will only process personal data for specified and lawful purposes and we will***

- never transfer, sell, refer or offer your personal data to any business or individual unless you specifically ask us to do so
- never keep personal data for longer than is necessary
- keep all personal data secure in password protected systems, and restrict its use to individuals on a 'need to know' basis only

***Types of personal information we hold***

- Information that you provide to us such as your name, email address, telephone number, and any feedback or dialogue you give to us, either by phone, email, post, or when you communicate with us via social media or our website
- Information about the services that we provide to you (including for example, the details of our service provision either in quotes, contracts, invoices or emails, and when and what you paid)

***Our legal basis for processing your personal information***

Whenever we process your personal information we have to have something called a "legal basis" for what we do. The different legal bases we rely on are:

- Consent: You have told us you are happy for us to process your personal information for the specific purpose of arranging a service provision from CSB Ltd
- Performance of a contract: We must process your personal information in order to be able to provide you with an entertainment service provision that meets your expectation
- Legitimate interests: The processing is necessary for us to conduct our business, but not where our interests are overridden by your interests or rights

We will keep your personal information while you are retained as a customer; never any longer than is necessary, and only for the purposes described above. You have a number of rights in relation to your personal information which include your right of access to it. Impartial and expert advice on all aspects of managing personal data can be obtained from the Information Commissioner's Office website at:

<https://ico.org.uk>