



Ellis Salsby Ltd data protection policy

Introduction

Ellis Salsby Ltd act as a Data Processor in relation to providing a venue sourcing, event management, training administration and accommodation reservations and travel management service. This policy outlines how we process your data in accordance with GDPR.

What information does ESL collect?

The data ESL collects varies in accordance with the services being offered, client service level agreements and the scope of the project being undertaken. In accordance with the GDPR, ESL will only collect data that is relevant to the scope of works being undertaken for a project / booking.

ESL will collect data that:

- We have permission to use
- Is used for the purposes the permission was given
- Is kept secure at all times
- Is retained only for as long as is necessary to fulfil the purpose

The following list gives examples of data we may collect and process depending upon the scope of work we undertake for our clients.

- Booker / guest name, company name and address, email address, telephone number, dietary / special requirements, venue preferences
- Guest / company credit card details to guarantee accommodation where this is not on a 'bill back' basis
- Traveller passport details for flight bookings.
- Other data may be collected and processed to meet the requirements of a specific project or service, this will be discussed with our clients on a case by case basis

Clients will be required to send sensitive data in a secure format.

Booking / guest data will be entered into the relevant booking portal that is GDPR compliant.

For bespoke client projects, ESL may collect additional data, this will be discussed with the client on a case by case basis and all data will be kept secure at all times.

Where does ESL store the data?

Data is stored on servers within the EU. Occasionally ESL will use software for specific event management projects where the software complies with EU-U.S Privacy Shield Framework.

How does ESL protect the data?

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we process.

How long does ESL keep the data for?

ESL will retain data only for as long as is necessary to fulfil the purpose of collecting and holding the data in the first place.

How does ESL handle subject access requests?

Subject Access Requests (SAR) should be made in writing to ESL. Within one month of receiving such a request, ESL will:

- Confirm whether or not data is being held / processed on a particular subject
- Provide an electronic report of the personal data held on the subject
- Provide an electronic report of the data that is passed to a third party (event venue, hotel, travel booking portal)

Subject access requests (SAR) or any other queries relating to this policy should be addressed to:

Ellis Salsby, Managing Director

Ellis Salsby Ltd, 1 Bromsgrove Street, Kidderminster, Worcs, DY10 1PF

You are encouraged to ask your ESL booking contact at any stage of the process to clarify any further specific details of the Data Protection Policy that comply with GDPR.

Rectification and Right to Object Policy

ESL will update records to correct any inaccuracies or incomplete information. In most cases immediately if this impacts on their attendance at an event. Otherwise this will be updated within 2 working days. ESL will confirm to the delegate that the records have been updated.

Where the Data Subject may object to the processing, ESL will no longer process the data, unless ESL demonstrates compelling legitimate grounds for the processing, which override the interests, rights and freedoms of the data subject or for the establishment, exercise or defence of legal claims.

Management of right to erasure and right to restriction of processing

ESL will act without undue delay and erase or restrict processing a Client's data when it is in dispute. Data Subject may oppose deletion and ESL can enforce a restriction

ESL will only keep the bare minimum data to comply with the restriction of processing.

Details of Staff Training and Competence

Staff are undergoing training in all aspects of Data Management to comply with GDPR.

Data protection is part of the culture of the business and all processes services and applications are designed with optimal and data protection built in from the beginning. All staff are engaged in this process and they are supported by the Management team.

Co-operation and consistency between supervisory authorities

ESL does not need a Data Protection Officer, however a named Director will take ultimate responsibility for GDPR.

Data governance will be fulfilled by regular (quarterly) audits of systems and processes.

Results will be recorded, risks will be identified and addressed

There will be a debrief and 'lessons learnt' session from any data breaches that may occur. ESL will cooperate with Supervisory Authorities should this be required.

You are encouraged to ask your ESL booking contact at any stage of the process to clarify any further specific details of the Data Protection Policy that comply with GDPR.