

Cox Exhibition Consultants Ltd

Privacy Policy

Thank you for visiting our website.

The Overseas Fairs Division (OFD) is a subsidiary of Cox Exhibition Consultants Ltd organising groups of UK companies at many of the market leading events across all sectors on behalf of The Birmingham Chamber of Commerce, The Construction Products Association and The Building Centre.

Cox Exhibition Consultants Limited is committed to protecting and respecting the privacy of visitors to this website or anyone who provides us with data concerning themselves.

The General Data Protection Regulation which came into force on 25 May 2018 has been designed to ensure that any data you provide to a company is processed with due care and attention. It is essential that we comply with certain requirements of the Act and we are publishing this Privacy Policy to let you know how we meet our obligations in this regard.

Please read this policy (and our Terms and Conditions) carefully.

This Privacy and Cookie Policy, together with our Terms & Conditions, explains how information we collect about you may be used. It also describes your rights relating to any personal information we hold about you.

We shall assume that, by accessing and using www.overseasfairs.co.uk you have confirmed that you understand our policy and Terms and Conditions and agree to them.

Information we collect about you

When someone visits www.overseasfairs.co.uk we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

E-Mail Campaigns

We use a third party provider, Wired Marketing to deliver our direct marketing campaigns via email. We send only to individuals, sole traders and partnerships if they have opted in to receive communications from us.

We send to named executives of corporate customers only if they have agreed to receive communications from us or we believe that there is a legitimate interest in them receiving information from us.

We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our email communications.

Telephone Calls

We call only those customers or prospects who have agreed to receive calls from us and who are not registered with TPS or CTPS.

Our caller will state the name of our company, the reason for the call and offer the option to the recipient of terminating the call.

People who contact us via social media

If you send us a private or direct message via social media the message will not be shared with any other organisations.

People who call us on the telephone

When you call OFD we will log the call and your details to aid identity for future contact and assist in addressing your reasons for the call.

People who email us

We use Transport Layer Security (TLS) to encrypt and protect email traffic in line with government. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

People who make a complaint to us

When we receive a complaint, we create a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide.

We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

We may collect and process information about you, including:

- * Information that you offer us i.e. by contacting us by telephone, e-mail or via other channels.

The information you give us may include your name, professional title/position, address, e-mail address and phone number.

- * Information that we collect about you. When you visit our website, we may automatically collect technical details and facts relating to your visit.
- * Information we receive from other sources. We may receive information about you if you visit any of the other websites in the network referred to above or the other services we provide. We also work closely with third parties and may receive information about you from them.

We may enhance the information we collect about you with information we receive from other public sources (e.g. public registers such as the electoral roll). This helps us to ensure that the information we hold about you is accurate and enables us to send you information that is relevant.

How we use information we collect about you

The information we collect about you enables us to offer improved services to you and helps us to understand your specific needs.

Without limitation, we may use your information to:

- * manage and improve our website. Making sure we present content in a style and approach that suits you and your digital devices.
- * inform our internal operations e.g. troubleshooting, data analysis, testing, research, statistical and survey purposes.
- * personalise our services to you.
- * keep you informed about changes to the website and our services.
- * manage promotions, competitions, customer surveys and questionnaires, and to allow you to participate in interactive features of our service.

- * enhance our efforts to keep our website safe and secure.

Storing and disclosing your information

The data that we collect from you may be transferred to, and stored at, a destination inside the European Economic Area. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy and Cookies Policy.

We will never disclose your information to anyone outside OFD except:

- * where we have your consent.
- * if we are under a duty to disclose or share your personal data in order to comply with any legal obligation or in order to enforce or apply our Terms & Conditions.
- * to analytics and search engine providers that assist us in the improvement and optimisation of our website.
- * to other companies who provide a service to us (e.g. our advertising partners and networks that require the data to select and serve relevant advertisements to you and others).
- * with any successors in title to our business

Data Retention and Deletion

We do not retain personal data longer than is necessary to deliver relevant, appropriate and legitimate information to a customer.

For example, our events take place at various intervals, from annual, biennial, triennial and quadrennial. Experience and research indicates that, if we have had no relationship with a contact over a period of two cycles of an exhibition, we delete their details from our system.

If a contact unsubscribes or requests that we remove their details from our system this is done immediately.

We keep a record of 'Do not contact' requests.

Other websites

The Website may contain links to other sites which are outside our control and not covered by this Privacy and Cookies Policy. The operators of these sites may collect information from you that will be used by them in accordance with their policy, which may differ from ours.

Accessing your personal information

To obtain a copy of the information we hold about you, write to: Data Protection Officer, Alison Johnson

You will be asked to provide proof of identity and information to help us identify and locate your data.

If any of the details are incorrect, let us know and we will amend them.

Changes to our policy

This Privacy and Cookies Policy replaces all previous versions and is correct as of May 2018.

We reserve the right to change the policy at any time, and any changes we may make in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our Privacy and Cookies Policy

Security

We use reasonable administrative, technical and physical safeguards to protect personal information we have about you against theft, loss or misuse. Unfortunately, no data transmission over the internet or storage can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you submit to us.

Cookies and Automatic Data Collection Technologies

A cookie is a small file of information that we store on your browser or the hard drive of your computer if you agree. That cookie then communicates with servers, ours or those of other

companies that we authorise to collect data for us and allows recognition of your personal computer or other device you are using to access this website.

We use cookies on this website only to collect cumulative information about the number of visitors and pages visited. These cookies do not identify you as an individual.

Most modern browsers offer you ways to control or block cookies. These browser controls will usually be found in the “options” or “preferences” menu in your toolbar. The “help” portion of the toolbar on most browsers will tell you how to stop or manage cookies. More information is available here, www.allaboutcookies.org Opens in a new window.

Other Important Information

We recognise that you have the right to request that we remove your details from our mailing lists. Should you wish to be unsubscribed then please inform us by sending the appropriate message to admin@overseasfairs.co.uk and we shall remove your details from our database as soon as possible.

You have the right to ask us not to process your personal data for marketing purposes.

We may process information you give us about yourself anywhere globally. We may transfer that information to one of the organisations in our network (reference above) if we believe that any question you have is best answered by that organisation.

We may change the conditions of this Policy from time to time and urge you to refer to it from time to time to update your knowledge of any amendments or alterations.

Your continued use of any of the websites or pages within the scope of this policy will be your consent to the practices described in the version of the policy in place at the time of your visit.

Our registered office is at Cox Exhibition Consultants Limited, Exhibition House, 12 Hockley Court, Hockley Heath, West Midlands B94 6NW and the company registration number is 975801.

If you would like access to or a copy of the personal information collected about you or have any questions about how we may use it or to make a complaint, please contact Alison Johnson, Data Protection Officer at the address shown above or email alison@overseasfairs.co.uk