

This document outlines our information gathering and dissemination practices, how we collect, use, disclose, transfer, store and share your data, along with the choices that you have with your data.

Our fundamental principles below are incorporated and clarified in this Privacy Notice

We are thoughtful about the personal information we ask you to provide and the personal information that we collect about you through the operation of our services.

Your personal information is stored in Integra for as long as there is a reason to keep it and set out in the Client Agreement.

We aim to make it as simple as possible for you to control your information.

We aim for full transparency on how we gather, use, and share your personal information.

What Integra does and what this policy covers

Integra offer products and services to enable our Clients to plan and organise events like festivals and conferences, and their organisations with You, our Users, anywhere in the world. Integra is located inside the European Economic Area (EEA) and our privacy notice complies with the **EU General Data Protection Regulation (GDPR)** and the **UK General Data Protection Regulation (GDPR)** and applies to all of our Services, Clients and Users worldwide.

- a. On our website <https://integraplanner.com> we are the Data Controller
- b. Our mission is to offer the full range of integrated services to our Clients and Users
- c. Our Clients are the Data Controller; who contracts to supply with You, the User.
- d. Our Clients Contract with us is to provide Data Processing Services through our client Websites.
- e. Our client Websites are self-service, enabling you to enter your own personal data into the Services, which you can review and edit at any time.
- f. If you contract with a Client based outside the EEA for a service or festival, we will ask you to consent to your data being transferred outside the EEA.

This Privacy Notice applies to information that we collect about you, when you use:

- a. Our marketing websites, including <https://integraplanner.com>
- b. The Event, Client, Service Websites operated under license from us to organise events.
- c. Our mobile applications, including Integra Schedule mobile app for event attendees / Users
- d. Other products and services including Integra for Groups.

This is Integra's Privacy Notice; you may see some overlap with our Clients Privacy Notice.

As Data Processors Integra will:

- a. Maintain adequate documentation under EU & UK GDPR regulations.
- b. Cooperate with national supervisory authorities: the UK's independent authority is the Information Commissioners Office (ICO) that upholds information rights in the public interest, promoting openness by public bodies and data privacy for individuals.
- c. Implement appropriate security standards.
- d. Notify the Data Controller and/or ICO about security breaches.
- e. Comply with International Data Transfer Rules.

Integra's relationship with our Data Controller the Client

The **Client Contract** contains details of the Data Processing Agreement and sets out:

- a. The subject matter and duration of the processing
- b. The nature and purpose of the processing
- c. The type of personal data and categories of data subjects
- d. The obligations and rights of the controller

Integra Terms include commitments and obligations under EU and UK GDPR Regulations

Sub-processors are only engaged with written Client permission. We are liable for the performance of the sub-processors processing obligation and are subject to provisions of this Privacy Notice and the equivalent contractual obligations with the Client.

Privacy Notice Changes.

This is a living document and we will make changes.

Key changes in this version include updates for UK & EU GDPR and additional information on how to get more information or about your right to complain in your country of residence are detailed on Page 6. We will notify you by notice (such as adding a statement to our homepage or sending you a notification through e-mail or on your Integra dashboard).

Questions or Queries.

If you have any questions about this Privacy Notice or your data please contact us

Email: privacy@integraplanner.com

mail: Integra Planner Ltd, 25 Angel Wharf, 164 Shepherdess Walk, London, N1 7JL, UK

More information and about your right to complain in your country of residence can be found in the section - Your right to complain on page 6

Information We Collect

We only collect information about you when there is a reason to do so - for example, to provide the goods of our Clients through our Services, to communicate with you, or to make our Services better.

Personal data include your name, home address, telephone number, email address.

We collect information in three ways: when you provide information to us; automatically through operating our services; and from outside sources.

Information that You provide: the amount and type of information depends on the context and how the Client uses your data to deliver their goods and services to you.

Transaction and Billing Information: If you buy something from our Clients through our Services you will provide additional personal and payment information that is required to process your payment through a Payment Provider (like PayPal). For Example -your name, credit card information, and contact information. We do not store or have access to your payment card information. We do store your payment reference provided by the Payment Provider against the transaction detail in the Services.

Content Information: Depending on the Services you use, you may also provide us with information about you For Example - biographies, for publication in programmes and in marketing.

Communications with Us: You may also provide us information when you respond to surveys, feedback or seek support.

Information that we collect automatically

Log Information: information that web browsers, mobile devices, and servers typically make available, such as the browser type, IP address, unique device identifiers, language preference, referring site, the date and time of access, operating services, and mobile network information.

Usage Information: about your usage of our Services. For example, information about the actions that site administrators and users perform on a site; in other words, who did what, when and to what. We also collect information about what happens when you use our Services (e.g., page views, support document searches, along with information about your device (e.g., mobile screen size, name of cellular network, and mobile device manufacturer). We use this information to provide our Services to you, as well as get insights on how people use our Services, so we can make our Services better.

Location Information: We may determine the approximate location of your device from your IP address. We collect and use this information to, for example, to calculate how many people visit our Services from certain geographic regions. We may also collect information about your precise location via our mobile apps, for example, when you post a photograph with location information, or to provide directions to a location. You can change these permissions through your mobile device operating system.

Stored Information: We may access information stored on your mobile device via our mobile app. You can change these permissions through your mobile device operating system. For example, if you give us permission to access the photographs on your mobile device's camera.

Information We Collect from Other Sources

We may also get information about you from other sources. For example, if you create or log into your account through another service (like Google) or if you connect an account to a social media service (like Twitter, Facebook), we will receive information from that service (such as your username and basic profile information) via the authorisation procedures used by that service. The information we receive depends on which services you agree to in your device settings and any options that are available.

You may be associated with an organisation, which you have authorised to enter information about you. For Example – to register and / or pay for an event using a payment provider like PayPal.

How We Use Your Information

We use information about you to:

- a. Provide our Services - for example, to set up and maintain your account, so event organisers the Clients can provide you with the products and services;
- b. Further, develop our Services - for example by adding new features that we think our Users will enjoy or will improve your experience of services and products offered through our services;
- c. Monitor and analyse trends to better understand how users interact with our Services, which helps us improve our Services and make them easier to use;
- d. Monitor and protect the security of our Services, detect and prevent fraudulent transactions and other illegal activities, fight spam, and protect the rights and property of Integra and others;
- e. Communicate with you if you request information, offers and promotions offered by Integra and solicit your feedback, or keep you up-to-date on Integra and our products; and to
- f. Personalise your experience using our Services, provide content recommendations and serve relevant advertisements contracted by event organisers.

How We Share Your Information

We will not sell your personal information.

We do share information about you in the limited circumstances and with appropriate safeguards on your privacy:

Subsidiaries, Employees, and Independent Contractors: We may disclose information about you to our subsidiaries, our employees, and individuals who are our independent contractors (sub-contractors) that need to know the information in order to help us provide our Services or to process the information on our behalf.

Third Party Suppliers: We may share information about you with third party suppliers who need to know information about you in order to provide their services to us. For Example – to payment providers like PayPal or analytics providers like Google.

As Required by Law: We may disclose information about you in response to a court order, or other governmental request.

To Protect Rights and Property: We may disclose information about you when we believe in good faith that disclosure is reasonably necessary to protect the property or rights of Integra, clients, third parties, or the public at large. For example, if we have a good faith belief that there is an imminent danger of death or serious physical injury, then we may disclose information.

Business Transfers: In connection with any merger, sale of company assets, or acquisition of all or a portion of our business by another company, or in the unlikely event that Integra goes out of business or enters bankruptcy, User information would likely be one of the assets that is transferred or acquired by a third party. If any of these events were to happen, this Privacy Notice would continue to apply and you can revised and change your privacy choices at any time,

Aggregated and De-Identified Information: We may share information that has been aggregated or reasonably de-identified / anonymised, so that the information could not reasonably be used to identify you. For instance, we may publish aggregate statistics about the use of our Services.

With Your Consent: We may share and disclose information with your consent or at your direction. For example - where the Client wants to offer you products like accommodation via a sub-contractor.

International transfers of your personal data: There are the circumstances in which your information may need to be transferred to countries outside the European Union (EU) and/or European Economic Area (EEA).they are:

- a. Where your enter into a contract with an event organiser who is located outside the EU / EEA Our Clients are required to have a compliant EU & UK GDPR Privacy Notice, to agree to GDPR standards when handling your personal data and to fulfil their obligations under GDPR.
- b. Where your event organiser / the Client is located outside the EU / EEA, but in a country that is recognised by the EU Commission as having an adequate level of protection.
- c. Where you submit personal data for publication, through our website or services, your data may be available on the internet around the world. For example - a biography or programme. We cannot prevent the use (or misuse) of such personal data by others.

Information Shared Publicly

Information that you choose to make public. For Example – on your public profile, posts, other content that you make public on your own website, in reviews or on social media. Search engines used by third parties, usually index public information. Please keep all of this in mind when deciding what you would like to share or make public.

Your Rights and Choices

You have several **free of charge** choices available when it comes to information about you.

- a. You have the right to correct any of your stored personal data
- b. The right to make a **subject access request (SAR)** to get a copy of all your stored personal data
- c. The right to restrict personal data
- d. The right to object to processing of personal data
- e. The right not to be the subject of automated decision taking including profiling

How to exercise Your Rights

- a. log into your User account
- b. navigate to “My Account” on your personal dashboard (person icon)
- c. you can view and edit most data stored including your privacy settings
- d. you can activate a **Subject Access Request** with your event organiser
 - by direct email or send a support request via Integra from the “Help” menu.
 - if you send a SAR / support request to Integra we will supply only data held by Integra Planner not any other data that may be held by the event organiser
- e. integra will arrange to supply this information within one calendar month(10 days in Canada)
- f. notification of the responses to requests are sent by email to you
- g. to read the response you will be emailed with details of how to access and may have to log into your User Account, this is protect your data privacy.
- h. If we can assist please do not hesitate to reach out to us [contacting us](#).

You can ask by sending email to your Data Controller, probably our client your event organiser

- a. The purpose of any data processed about you
- b. What categories of data are processed
- c. Who is your data sent to
- d. How long will your data be retained or criteria used to determine that period
- e. Where did the data come from if not collected from you
- f. For a copy of your data stored by your event organiser

You have the right to be forgotten when: Your personal data is no longer necessary for the purpose that it was originally supplied or You want to withdraw consent or object for us to process your data

You can delete your Data by [contacting us](#), we will erase any personal information and anonymise any data we hold about how you have used Integra. We do not delete the data you shared with Integra for reasons that are not connected with your Integra account. For example- feedback or support. Data relating to any payments, as this data may need to be retained for accounting, tax or legal reasons.

How long will Integra keep my information? The Client tells us how long to keep your data, which will be as long as is necessary for the relevant activity, or as long as is set out in our Agreement with the Client.

Limit the Information that You Provide: The Client decides on mandatory fields in Integra, if you choose not to provide optional data some Service features may not be accessible to you.

Limit Access to Information on Your Mobile Device: if you choose to restrict or block our access to your stored data, information or mobile location, some Service features may not be accessible to you.

Opting Out of Electronic Communications: Even if you once opted into receiving promotional messages, you can opt out at any time. Just follow the instructions in those messages. If you opt out of promotional messages, we may still send you other messages, like those about your account and legal notices.

Other things you might want to know

Data breach: If, despite the security measures we take to protect your personal data, a breach of security occurs, we will deal with the security breach effectively and promptly, contacting our Client and following the procedure set out in our Breach-Management Plan.

Children's Privacy: Integra does not supply Services to anyone under the age of 16 ("Children"). We do not knowingly collect personally identifiable information from anyone under the age of 16. If you are hold parental responsibility for the child and you are aware that your Child has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we will take steps to remove that information from our servers.

If our Client contracts with us to process children's personal data then we will think about the need to protect them from the outset, and design our systems and processes with this in mind. Children need particular protection when collecting and processing their personal data because they may be less aware of the risks involved.

Compliance with the data protection principles and in particular fairness is central to all our processing of children's personal data. We will establish that there is a lawful basis for processing a child's personal data. Consent is one possible lawful basis for processing, but sometimes we may use an alternative basis as being more appropriate and provides better protection for the child.

When offering an online service directly to a child, only children aged 13 or over are able provide their own consent. For children under this age you need to get consent from whoever holds parental responsibility for the child.

Children merit specific protection if we use their personal data for marketing purposes or creating personality or user profiles. We will not usually make decisions based solely on automated processing about children if this will have a legal or similarly significant effect on them.

Children need to understand what will happen to their personal data, and what rights they have. Children have the same rights as adults over their personal data. These include the rights to access their personal data; request rectification; object to processing and have their personal data erased.

An individual's right to erasure is particularly relevant if they gave their consent to processing when they were a child. As a matter of good practice, we will consider children's views when designing our processing.

Your Right to Complain

You have the right to complain to a Data Protection Authority about our collection and use of your Personal Data.

For the UK contact the [Information Commissioner Office](#), you can call them [0303 123 1113](tel:03031231113) Or go online to www.ico.org.uk/concerns (opens in a new window)

If you are resident in the European Economic Area (EEA) or European Union (EU) contact your local data protection authority. https://edpb.europa.eu/about-edpb/board/members_en

Integra EU Representative Mr R Lennon, 10 Chemin, De Kerbiriou, 29000 Quimper. France
EURep@integraplanner.com

If you are based outside the UK, you have the right to lodge your complaint with the relevant data protection regulator in your country of residence.

If you have any questions, queries or requests please contact Integra
privacy@integraplanner.com

Integra Planner Ltd, 25 Angel Wharf, 164 Shepherdess Walk, London, N1 7JL UK

Cookies

What are Cookies?

Integra websites, in common with most websites, use cookies, which are data stored on your computer by your browser to remember information that improves your experience. This page describes what information they gather and how we use it. You can also prevent these cookies from being stored; however, this may downgrade or 'break' certain elements of the site's functionality.

The Cookies We Set

- a. **Authentication and Session Cookies.** We use these to track your login session and grant you access to our Client systems.
- b. **Analytics Cookies.** We use analytics cookies to track anonymous aggregated data about how users are using our Services.

Third Party Cookies

In some special cases, we also use cookies provided by trusted third parties. For example - we use Google Analytics, which is one of the most widespread and trusted analytics solutions on the web, it helps us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit.

For more information on Google Analytics cookies, see the [official Google Analytics page](#).

How Secure are Cookies?

Cookies do not in themselves present a threat to privacy, since they can only be used to store information that the User has volunteered or that the web server already has. Whilst it is possible that this information could be made available to specific third party websites, this is no worse than storing it in a central database.

Disabling Cookies

You can prevent the setting of cookies by adjusting the settings on your web browser (see your web browser Help for how to do this). Be aware that disabling cookies will affect the functionality and features of this and many other websites that you visit. We, therefore, recommended that you do not disable cookies.

End of Privacy and Cookies Notice – Version 2021.1