



Blackout Privacy Notice

At Blackout Limited we are dedicated to safeguarding and preserving your privacy. This privacy notice explains what happens to any personal data that you provide to us, or that we collect from you in connection to an enquiry with us.

What information is being collected?

When you make an enquiry, we will collect basic information such as your name, email address and contact number.

Who is collecting it?

It is collected via the email enquiry form that you have completed on our website, by direct email to our generic email address or by telephone should you speak with someone directly. It is collected for the purpose of fulfilling a quote, to enable communication throughout the quote, and should you proceed, for further communication during the process. It will be entered into our Internal Product Tracking system "Hire Hop" for the purpose of the job and to ensure that the team within Blackout are able to assist with your enquiry.

How will it be used?

It will be used as a method of communication for the duration of the project and will be stored for future projects, unless you wish for the information to be deleted. It will also be entered into our SAGE accounts system to obtain payment. If you request us to delete the information at the end of the project, please do let us know and we will remove your details from our internal tracking system and your contact details from SAGE. Accounts records need to be retained for 6 years.

Who will it be shared with?

Your details may need to be passed on to a third party, such as a courier, site manager for the venue, and our internal team should the job go ahead, but only with your consent, and only the information necessary to ensure communication for the duration of the job. You can request us to delete the information from our internal tracking system at any time, and once the job has been completed if you wish. It will mean that for future jobs we will need to collect the information again.

For further information regarding this notice please refer to our privacy policy.

Complaints

In the unlikely event that you wish to make a complaint about how your personal data is being processed by Blackout Limited (or third parties as described above), or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and Blackout Limited's data protection representatives Data Protection Officer / GDPR Owner.

GDPR Owner – Martin Wood, Managing Director. martinw@blackout.co.uk 02088678400

Data Protection Officer – Henrietta Hillman, Human Resources Manager. henriettah@blackout.co.uk 02086878400

Supervisory Authority – Information Commissioner's Office <https://ico.org.uk/concerns/>