



Privacy Notice/Policy

Who We Are

Index Group Ltd is a leading Event and Exhibitions Service support company based in the UK.

We gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection regulation and law. This notice provides you with the necessary information regarding your rights and obligations, and explains how, why and when we collect and process your personal data.

Index Group Ltd's registered office address is at **Riverside House, Kings Reach Business Park, Yew Street, Stockport Cheshire SK4 2HD** and we are a company registered in England and Wales under company number 01878510.

We are not required to be registered on the Information Commissioner's Office Register of Data Controllers under the nature of our trading company and the personal information we collect in carrying out these works.

Our Company Directors are the designated Data Protection Officers for the organisation and we can be contacted at **1 Lomax Street, Radcliffe, Manchester M26 1PX**.

Information That We Collect

Index Group Ltd only hold data considered to be necessary for the business to function and no additional information outside of this. We process your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services on specific events. We will never collect any unnecessary personal data from you and do not process your information in any way, other than already specified in this notice.

The personal data that we collect is: -

- Name
- Business Email
- Work Telephone Number
- Mobile Telephone Number

We collect information in the below ways: -

Online form, website orders, emails sent to us, completed show/event forms sent via post or fax. We do not automatically store any personal information, or IP addresses through our website

How We Use Your Personal Data

Index Group Ltd takes your privacy very seriously and will never disclosure or share this, unless required to do so by law. We only retain your data for as long as is necessary and for the purposes specified in this notice.



The purposes and reasons for processing your personal data are detailed below: -

Processing of your order

We collect your personal data in the performance of the supply of services and products ordered to a specific event/exhibition and to provide a service to ensure that orders are completed.

We collect and store your personal data as part of our legal obligation for business accounting and tax purposes

Your Rights

You have the right to access any personal information that **Index Group Ltd** processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to update/correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing in accordance with data protection laws.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the relevant request; this is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal Information

We do not share or disclosure any of your personal information, other than for the purposes specified in this notice or where there is a legal requirement.

Safeguarding Measures

Index Group Ltd takes your privacy seriously and we take every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, including: -



SSL in place for our web services, encryption in use on our IPSEC VPN, restricted access processes have been adopted on all IT systems which are protected with IT Security processes controlled via user authentication and password protection in accordance with our Access and Control Password Policy.

Consequences of Not Providing Your Data

You are not obligated to provide your personal information to **Index Group Ltd**, however, as this information is required for us to provide you with our services/deliver your products/legitimate interests, we will not be able to offer some/all of our products or services without it.

How Long We Keep Your Data

Index Group Ltd only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years after which time it will be destroyed.

Lodging A Complaint

Index Group Ltd only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority contact details as follows.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113 or 01625 545745

Fax: 01625 524510

Or to write to the Data Protection Officers as set out in this Policy notice above.