

CAMCO27 Limited, also trading as Chibuku Liverpool understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our event goers, artists, staff and helpers and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

1. Information About Us

CAMCO 27 Limited. A Limited Company registered in England number 09764098

Registered address: 116 Duke Street, Liverpool, Merseyside, England, L1 5JW

Email address: info@chibuku.com

Postal address: 40 Rodney Street, Liverpool, L1 9AA

2. What Does This Notice Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

3. What Is Personal Data?

Personal data is defined by the UK GDPR and the Data Protection Act 2018 (collectively, “the Data Protection Legislation”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, your facial image and other online identifiers.

The personal data that we use is set out in Part 5, below.

4. What Are My Rights?

Under the Data Protection Legislation, you have the following rights, which we will always work to uphold:

1. The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 11.
2. The right to access the personal data we hold about you. Part 10 will tell you how to do this.
3. The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 11 to find out more.
4. The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold. Please contact us using the details in Part 11 to find out more.
5. The right to restrict (i.e. prevent) the processing of your personal data.
6. The right to object to us using your personal data for a particular purpose or purposes.
7. The right to withdraw consent. This means that, if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.
8. The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
9. Rights relating to automated decision-making and profiling. We do not undertake automated decision making or profiling.

Some of these rights are not absolute and only apply in certain circumstances, for more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11.

It is important that your personal data is kept accurate and up-to-date. If any of the personal data we hold about you changes, please keep us informed as long as we have that data.

Further information about your rights can also be obtained from the Information Commissioner’s Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner’s Office. We would welcome the opportunity to resolve your concerns ourselves, however, so please contact us first, using the details in Part 11.

5. What Personal Data Do We Collect and How?

We may collect and hold some or all of the personal and non-personal data set out in the table below, using the methods also set out in the table. Although we do not routinely seek to collect

'special category' data from people who attend our events we may, in particular circumstances, collect some types of 'special category' data to enable us to facilitate your attendance. For example if you have specific access needs or other requirements that will inadvertently disclose some special category data to us in order for us to fulfill your request.

We may collect personal data relating to children who attend our events.

We may also process data relating to criminal convictions and/or offences for the purpose of keeping our events safe.

We may also collect certain data from you as you use our website by using cookies and similar technologies. You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, please see our cookie policy.

IMPORTANT NOTE FOR 2021: Some events that we run are run in partnership with other agencies as part of the national Events Research Programme (ERP), a government supported program overseen by an industry-led steering group working closely with national and local public health authorities. Attendance to events that are run as part of this program are limited to those people that can demonstrate that they have tested negative for SARS-CoV-2 (COVID-19) within a specific time frame. We consider a test result such as this to be an item of special category personal data. We **do not** process this item of special category health data and we are **not** given your Covid test result as part of the booking process, all of that is handled by the ticket agency that is selling the tickets. You can see more about how they process your data in their own privacy notice at <https://www.ticketquarter.co.uk/Online/privacy> However we believe that it is reasonable that it could be inferred that you have a negative test result by your eventual attendance at our event, if we had to process your data to facilitate your attendance to the event itself, for instance to answer an enquiry or to ensure security of you or others then we will rely on article 9.2 (h) of the UK GDPR "processing is necessary for the purposes of preventive or occupational medicine..." to process this particular data.

Data Collected	How We Collect the Data
Identity Information including name, title, date of birth, gender	Directly from you via our website or other communications or shared with us via our authorised ticket partners as a result of you buying a ticket or asking for more information
Contact information including address, email address, telephone number, social media identifiers	Directly from you via our website or other communications or shared with us via our authorised ticket partners as a result of you buying a ticket or asking for more information
Business information including business name, job title, profession	Directly from you via our website or other communications or shared with us via our authorised ticket partners as a result of you buying a ticket or asking for more information

Payment information including partial credit card numbers	Shared with us via our authorised ticket partners as a result of you buying a ticket
Profile information including preferences, interests and your purchase history	Shared with us via our authorised ticket partners as a result of you buying a ticket
Special category data that we may need to collect in order to facilitate your attendance at our events.	Directly from you or shared with us via our authorised ticket partners as a result of you buying a ticket or asking for more information
Your image	Image capture at one of our events such as CCTV, photographs or video

6. How Do You Use My Personal Data?

When you purchase a ticket for one of our events from one of our official ticket partners, your initial transaction is with our partners and not us. The data that you give to our partners in order to complete that transaction is processed in accordance with their respective privacy notice(s). As detailed in their privacy notices they are then obliged to share some or all of that information with us to allow us to successfully run the event. So even though we have not sold you the ticket directly we are then told who has purchased tickets so that we may properly run the event. This section of our privacy notice tells you how we process your data once it comes to us and is then under our control.

Under the Data Protection Legislation, we must always have a lawful basis for using personal data. The following table describes how we use your personal data, and our lawful bases for doing so:

What We Do	What Data We Use	Our Lawful Basis
Administering our business.	Identity Information Contact information Business information Payment information	Contract
Supplying our products and services to you, including facilitating your attendance at our events.	Identity Information Contact information Business information Payment information Profile information Special category data Your image	Contract Conditions for processing special category data – Consent
Managing payments for our events.	Identity Information Contact information Business information Payment information	Contract

Personalising and tailoring our products services to you.	Identity Information Contact information Profile information	Consent
Communicating with you about an event that you have booked to attend.	Identity Information Contact information Business information Special category data	Contract Conditions for processing special category data – Consent
Ensuring your safety at the event or the safety of others	Identity Information Contact information Business information Special category data Your image	Legal obligation Contract Vital Interest Conditions for processing special category data – vital Interest, preventive or occupational medicine or a reason of substantial public interest, specifically preventing or detecting unlawful acts and protecting the public
Future event promotion and publicity	Your image	Legitimate interest – your image may be included in crowd scenes that are used to promote future events.

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email, telephone, text message, via social media or by post with information, news, and offers on our events and similar products. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the Data Protection Legislation and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out. We will always obtain your express opt-in consent before sharing your personal data with third parties for marketing purposes and you will be able to opt-out at any time.

We will only use your personal data for the purpose(s) for which it was originally collected unless we reasonably believe that another purpose is compatible with that or those original purpose(s) and need to use your personal data for that purpose. If we do use your personal data in this way and you wish us to explain how the new purpose is compatible with the original, please contact us using the details in Part 11.

If we need to use your personal data for a purpose that is unrelated to, or incompatible with, the purpose(s) for which it was originally collected, we will inform you and explain the legal basis which allows us to do so.

In some circumstances, where permitted or required by law, we may process your personal data without your knowledge or consent. This will only be done within the bounds of the Data Protection Legislation and your legal rights.

7. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

Type of Data	How Long We Keep It
Identity Information including name, title, date of birth, gender	2 years after your last interaction with us such as opening an email or buying a ticket
Contact information including address, email address, telephone number, social media identifiers	2 years after your last interaction with us such as opening an email or buying a ticket
Business information including business name, job title, profession	6 years after your last interaction with us
Payment information including partial credit card numbers	30 days after the conclusion of the event to which it related.
Profile information including preferences, interests and your purchase history	2 years after your last interaction with us such as opening an email or buying a ticket
Special category data that we may need to collect in order to facilitate your attendance at our events.	30 days after the conclusion of the event to which it related.
Your Image	For image data that has been taken for security purposes it will be deleted after 30 days unless it is requested by a law enforcement agency. For image data taken under legitimate interest for the purpose of event promotion 20 years after which it may be archived for historical reasons

8. How and Where Do You Store or Transfer My Personal Data?

We will store some of your personal data in the UK. This means that it will be fully protected under the Data Protection Legislation.

And, we will store some of your personal data within the European Economic Area (the “EEA”).

The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein. This means that your personal data will be fully protected under the EU GDPR and/or to equivalent standards by law. Transfers of personal data to the EEA from the UK are permitted without additional safeguards.

And, we store some of your personal data in countries outside of the UK. These are known as “third countries”. We will take additional steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the Data Protection Legislation as follows:

We store or transfer personal data in or to countries that are deemed to provide an adequate level of protection for personal data. For further information about adequacy decisions and adequacy regulations, please refer to the [Information Commissioner’s Office](#).

Also, we use specific approved contracts which ensure the same levels of personal data protection that apply under the Data Protection Legislation. For further information, please refer to the [Information Commissioner's Office](#).

Please contact us using the details below in Part 11 for further information about the particular data protection safeguards used by us when transferring your personal data to a third country. The security of your personal data is essential to us, and to protect your data, we take a number of important measures, including the following:

- limiting access to your personal data to those employees, agents, contractors, and other third parties with a legitimate need to know and ensuring that they are subject to duties of confidentiality;
- procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the Information Commissioner's Office where we are legally required to do so.

9. Do You Share My Personal Data?

We may share your personal data with other companies in our group for marketing and event management purposes. This includes subsidiaries and our holding company and its subsidiaries. Also we may sometimes contract with the following third parties to supply products and services.

Recipient	Activity Carried Out	Sector	Location
Artists and promoters	Names and email address shared for marketing purposes	Music & Entertainment	United Kingdom
Security contractors	Identity information and special category data	Facilitate the event	United Kingdom
Law enforcement and other official agencies	Sharing data for the purpose of law enforcement and preventing fraud	Law enforcement	United Kingdom

If any of your personal data is shared with a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in Part 8.

If any personal data is transferred outside of the UK, we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the Data Protection Legislation, as explained above in Part 8.

If we sell, transfer, or merge parts of our business or assets, your personal data may be transferred to a third party. Any new owner of our business may continue to use your personal data in the same way(s) that we have used it, as specified in this Privacy Policy.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

10. How Can I Access My Personal Data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within 28 days and, in any case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

11. How Do I Contact You?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details:

Email address: info@chibuku.com

Postal address: 40 Rodney Street, Liverpool, L1 9AA

12. Changes to this Privacy Notice

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available on our website. This Privacy Notice was last updated on 20th April 2021.