

Privacy Policy

Registered name: *Norfolk Gaming Events Limited*

Trading as: Norfolk Bladers

Controller: Norfolk Gaming Events Limited

Email: info@norfolkbladers.co.uk

This Privacy Policy explains how we collect, use, store, share, and protect your personal information, and your rights under UK data protection law (including the UK General Data Protection Regulation ("UK GDPR") and the Data Protection Act 2018).

1. Information We Collect

We collect information to provide event management, customer account services, website functionality, ticket sales, communication, and legal compliance.

Personal Information You Provide Directly

- **Names and contact details** (e.g. name, email, postal address, telephone numbers)
- **Account details, login and password**
- **Payment information** (e.g. card details or bank details for transfers/direct debits)
- **Purchase / booking history**
- **Health and safety or safeguarding information** (when required for events)
- **Compliments, complaints, correspondence**
- **Photographs and video recordings** (with consent)

Information Collected Automatically

- **Technical and website usage data** (e.g. IP address, browser type, session times, cookies)
- **Interaction data** such as navigation behaviour on our site, collected via Wix and related tracking tools

Why We Collect It

We collect and use personal data to:

- Provide services and process bookings/orders
- Operate your account and registration
- Contact you regarding your bookings, accounts, services, surveys, or notices
- Comply with legal obligations (e.g. safeguarding, health & safety)
- Improve our services and website functionality
- Send administrative information and updates

2. Legal Basis for Processing Your Data

We rely on the following lawful bases under UK GDPR:

- **Consent** – e.g. taking photographs/videos where you explicitly agree to this (you may withdraw consent at any time).
 - **Contract** – necessary to fulfil contractual obligations (e.g. event bookings or ticket purchases).
 - **Legal obligation** – e.g. processing data for health, safety, and safeguarding.
 - **Legitimate interests** – where necessary for operations, security, fraud prevention, customer support, and safety oversight, provided it does not override your rights.
 - **Vital interests** – where necessary to protect someone's life or wellbeing in an emergency.
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3. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to ensure it functions correctly, remains secure, and provides a good user experience.

Cookies are small text files stored on your device when you visit a website. They help the site recognise your device, remember preferences, and collect anonymous usage information.

How We Use Cookies

We use cookies to:

- Ensure the website works properly
- Maintain security and prevent fraud
- Understand how visitors use our website
- Improve performance and user experience

Some cookies are essential for the website to operate and cannot be disabled. Other cookies (such as analytics or performance cookies) require your consent.

When you first visit our website, a cookie consent banner will ask for your preferences. You can accept or reject non-essential cookies and change your preferences at any time through your browser settings.

Blocking some cookies may affect how the website functions, particularly booking and payment features.

Wix Cookies

Our website is built using Wix, which sets a number of essential cookies required for security, performance, and core site functionality. These may include (but are not limited to):

- **XSRF-TOKEN** – fraud detection and security
- **hs** – security cookie (legacy)
- **svSession / wixSession** – site stability and session management
- **SSR-caching / bSession** – performance and system effectiveness
- **TS*** – attack detection
- **server-session-bind / client-session-bind** – API protection
- **fedops.logger.sessionId / _wixAB3** – error tracking and site experiments

These cookies are primarily essential and are required for the website to operate safely and reliably.

Square Cookies (Payments & Checkout)

We use Square to process payments and manage event bookings. Square may place cookies on your device to:

- Maintain secure payment sessions
- Detect fraud and prevent unauthorised activity
- Identify devices for risk prevention
- Analyse checkout performance

These cookies are usually essential for transactions and security and may include:

- **square*** – fraud detection and security
- **square_device_id** – device identification
- **sq_csrf_token** – protection against cross-site request forgery
- **sq_session** – secure payment session
- **_ga / _gid** (if enabled) – analytics on checkout performance

Square may use additional cookies depending on the services used (e.g. embedded checkout forms).

For more information, please see Square's own Cookie Policy:

<https://squareup.com/gb/en/legal/general/cookie>

Managing Cookies

You can control cookies by:

- Using the cookie consent banner on our website

- Adjusting your browser settings to block or delete cookies

For general guidance on managing cookies, you can visit:

<https://www.allaboutcookies.org/>

(This is an external website providing independent advice.)

4. Data Storage and Security

We implement appropriate technical and organisational measures to protect your personal data from unauthorised access, misuse, loss, or disclosure, including:

- Secure, password-protected digital systems
- Restricted access for authorised staff and committee members
- Secure storage for any paper records
- Periodic review of data and deletion of information no longer required

We retain personal data *only* for as long as necessary for the purposes for which it was collected, or as required by law:

- Registration and booking details: 10 years
 - Complaints: 10 years
 - Safeguarding records: 20 years
- More details on retention periods are available on request.
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5. Who We Share Your Information With

We may share your information with:

Service Providers / Data Processors

- Wix – website and account processing
 - Square or similar – payment processing
- These providers only process data on our instruction and in accordance with this policy.

Other Third Parties

We may share information when:

- Required by law (e.g. statutory authorities)
- Necessary for safeguarding or health and safety

- Emergency services if needed to protect life or wellbeing

We **do not** sell or share personal data for unrelated marketing purposes.

6. Photography and Media Use

Photographs and videos taken at events are used only with your explicit consent, normally for organisational purposes including marketing. You may withdraw consent at any time.

7. Your Rights Under UK GDPR

You have the right to:

- Request access to your personal information
- Request correction of inaccurate or incomplete data
- Request deletion of your personal data in certain circumstances
- Request restriction of processing
- Object to processing
- Request data portability
- Withdraw consent where this is the basis for processing

Requests will be handled without undue delay and within one month, unless complexity or volume justifies an extension.

To exercise any of these rights, contact us at: info@norfolkbladers.co.uk

8. Data Breaches

In the event of a personal data breach, we will:

- Secure the data immediately
 - Assess the risk to individuals
 - Notify affected individuals when required
 - Report serious breaches to the Information Commissioner's Office within **72 hours** where applicable
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9. How to Complain

If you have any concerns about our handling of your data:

1. Contact us using the contact details at the top of this policy.
2. If you are not satisfied with our response, you may complain to the Information Commissioner's Office:

Information Commissioner's Office

Wycliffe House

Water Lane, Wilmslow

Cheshire SK9 5AF

Helpline: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

10. Changes to This Policy

We may update this policy from time to time. Where material changes are made, we will notify you via updates on our site or direct communication. The "Last reviewed" date above will be updated accordingly. This includes updates to how we use cookies or changes to third-party services such as Wix or Square.

Last reviewed: [31/01/2026]