

Privacy Policy – Wells Carnival Ltd

Effective Date: 01.09.2025

Last Updated: 01.09.2025

At Wells Carnival we value and respect your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal information when you attend our annual seaside festival, visit our website, or engage with us through our services.

1. Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, email address, phone number, mailing address, and payment details when you purchase tickets or register for activities.
 - **Event Participation Data:** Photos, videos, or recordings taken during the festival, which may capture attendees.
 - **Optional Information:** Feedback, surveys, or competition entries.
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2. How We Use Your Information

We use your information for purposes such as:

- Processing ticket sales and event registrations.
 - Communicating important event updates or changes.
 - Improving the festival experience and future planning.
 - Ensuring safety and security at the event.
 - Marketing future festival events (with your consent).
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3. Sharing Your Information

We will **not sell or rent** your personal data. We may share information with:

- **Service providers** (e.g., ticketing platforms, payment processors, security contractors).
- **Legal authorities** if required by law or to ensure public safety.
- **Media partners** for promotional purposes, only when consent has been obtained.

4. Photography & Media

Please be aware that festival photographers and media teams may capture images and videos during the event. These may be used for promotional purposes. If you prefer not to appear in promotional material, please contact us in advance at wellscarnival@live.co.uk.

5. Data Retention

We keep your personal information only as long as necessary for festival operations, legal obligations, or with your ongoing consent.

6. Security

We implement reasonable technical and organisational measures to protect your information against unauthorised access, loss, or misuse.

7. Children's Privacy

Our festival is family-friendly, but we do not knowingly collect personal data from children under 13 (or the applicable age of consent). Parents/guardians should supervise minors' participation.

8. Contact Us

If you have questions about this Privacy Policy or how your information is handled, please contact us:

 Email: wellscarnival@live.co.uk

 Address: Wells Carnival Ltd., co- Angles, 7 Invaders Court, Wells-next-the-Sea, Norfolk, NR23 1JW