

Our Privacy Policy

Your information and how we use it



High 5 Events Limited is committed to protecting your personal information.

Our Privacy Policy contains important information about what personal details we collect; what we do with that information; who we may share it with and why; and your choices and rights when it comes to the personal information you have given us.

Who we are:

We are High 5 Events Limited, a meeting and events agency.

How to contact us:

If you have any questions about our Privacy Policy or the information we collect or use about you, please contact:

Data Protection Officer
High 5 Events Limited
Little ISTO, Tring Road
Wellhead, Bedfordshire
LU6 2JU

Email: DPO@high5events.co.uk

Information about you that we collect and use includes:

- Information about who you are e.g. your name, date of birth and contact details
- Information contained on your passport e.g. your passport name, your passport number and expiry date etc
- Information regarding membership of any organisations connected with the meeting you are attending e.g. congress membership to lower your registration fee.
- Information regarding your place of work and/ or work history and a photo of you if required for biographies.
- Information regarding your dietary requirements.
- Information about your contact with us e.g. the meeting you are attending
- Information that is automatically collected e.g. via cookies when you visit one of our websites

Where we collect your information:

We may collect your personal information directly from you, from a variety of sources, including:

- phone conversations with us
- emails or letters you send to us
- registering for one of our events e.g. congress attendance

Where we use your information for:

We take your privacy seriously and we will only ever collect and use information which is personal to you where it is necessary, fair and lawful to do so. We will collect and use your information only where:

- It's necessary to provide third party suppliers details of you in order to arrange your attendance at a meeting, congress or event you have registered to attend.
- It's necessary for us to share information received with our client arranging the meeting, congress or event you have registered to attend
- In the legitimate interests of High 5 Events Limited e.g. to deliver appropriate information and guidance so you are aware of the options that will help you get the best outcome from your attendance at a meeting, congress or event you have registered to attend.

If you do not wish us to collect and use your personal information in these ways, it will mean that we are unable to send you ad hoc industry news.

Who we may share information with:

These third parties include:

- Suppliers helping us to arrange your attendance at a meeting, congress or event e.g. hotel, transfer company and business travel agent for booking of flights.
- Our client arranging the meeting, congress or event.
- Our bank e.g. for the processing of any payments due to you or for you
- We will never sell your details to someone else. Whenever we share your personal information, we will do so in line with our obligations to keep your information safe and secure.

Where your information is processed

The majority of your information is processed in the UK and European Economic Area (EEA).

However, some of your information may be processed by us or the third parties we work with outside of the EEA, including countries such as the United States.

How we protect your information

We take information and system security very seriously and we strive to comply with our obligations at all times. Any personal information which is collected, recorded or used in any way, whether on paper, online or any other media, will have appropriate safeguards applied in line with our data protection obligations.

Your information is protected by controls designed to minimise loss or damage through accident, negligence or deliberate actions. Our employees also protect sensitive or confidential information when storing or transmitting information electronically.

Our security controls are aligned to industry standards and good practice; providing a control environment that effectively manages risks to the confidentiality, integrity and availability of your information.

How long we keep your information

We will keep your personal information only where it is necessary to provide you with our services.

We may also keep your information after this period, the length of time we keep your information for these purposes will vary depending on your answer to our opt in / opt out Data Protection Question on every meeting, congress or event we arrange, or accounting records for expenses or honorarium reimbursement

Your individual rights

You have several rights in relation to how High 5 Events Limited uses your information. They are:

(a) Right to be informed

You have a right to receive clear and easy to understand information on what personal information we have, why and who we share it with – we do this in our Privacy Policy.

(b) Right of access

You have the right of access to your personal information. If you wish to receive a copy of the personal information we hold on you, you may make a request to High 5 Events Limited.

(c) Right to request that your personal information be rectified

If your personal information is inaccurate or incomplete, you can request that it is corrected.

(d) Right to request erasure

You can ask for your information to be deleted or removed.

(e) Right to data portability

You can ask for a copy of your personal information for your own purposes to use across different services. In certain circumstances, you may move, copy or transfer the personal information we hold to another company in a safe and secure way. For example, if you are attending more than one meeting.

How to make a complaint

We will always strive to collect, use and safeguard your personal information in line with data protection laws. If you do not believe we have handled your information as set out in our Privacy Policy, please visit our contact page on our website to make a complaint or contact us using the below details:

Data Protection Officer
High 5 Events Limited
Little ISTO, Tring Road
Wellhead, Bedfordshire
LU6 2JU

Email: DPO@high5events.co.uk