

This privacy policy sets out how the Touring Exhibitions Group (TEG) uses and protects any information that you give TEG when you use this website.

TEG is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

TEG may change this policy by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from April 2018. This policy was updated in November 2020.

## What personal information do we collect and process?

You will be asked for personal information when you sign up to our mailing list, join as a member, make an enquiry, sign up or book tickets for an event, enter exhibition and/or venue information and download resources.

We will temporarily retain your name and contact details when you book a ticket for event administration.

### When you join as a member, or otherwise provide us with your information:

We will record details when you sign up to our mailing list, become a member or enter exhibition and/or venue information. We may also ask you to provide details about your current interests, activities and work in the sector.

The information that you enter will be published on the members section of our website which is accessible to anyone with a TEG member website login. It may also be included in our newsletters. This information will be deleted 18 months after your TEG membership lapses.

**When you provide us information in relation to an event that you are attending with us, we may ask you about your access requirements and dietary preferences.**

## What information we collect about you and from other sources

We may combine the information above which you provide to us with the information we collect about you from external sources in order to gain a better understanding of our members, participants and supporters and to improve our membership, events and resources. The personal information we collect from you or public sources may include:

- event bookings and event registration/attendance
- details of correspondence we send to you, or we receive from you
- education, employment and professional information and activities
- information relating to charitable interests and activities, as well as inclination and capacity to support TEG's work

## What do we do with the information we gather?

Depending on the preferences you have indicated and your relationship with TEG, we will use the personal information you have provided to:

- provide services to you or your organisation
- send you communications by post, telephone or electronic means in order to inform you of other services or events related to TEG which may include emails containing relevant news from our supporters or partners
- keep records internally
- improve services and events

- from time to time, we may also ask you to participate in surveys and research. We may contact you by email, telephone or post. We may use the information to customise the website according to your interests.
- improve our understanding of our audiences through basic profiling, tracking of your activity on our site and your response to emails (or other communications) that we send you
- notify you of changes and improvements to events, services, website and this privacy policy

This information will be kept until such time as the data is reviewed by us or removed at your request.

You can opt out of any or all of the above communications at any time simply by selecting 'unsubscribe' at the bottom of any email communication, or by contacting [marketing@teg.org.uk](mailto:marketing@teg.org.uk)

**We will not share your personal information with any third parties unless we have asked your permission to do so.**

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## Security

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We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

We will only ever give the main contact password and log in details and won't share with others.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure.

Although we will do our best to protect your personal information, we cannot guarantee the security of your information transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [marketing@teg.org.uk](mailto:marketing@teg.org.uk)

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

If you would like a copy of the information held on you please write to [marketing@teg.org.uk](mailto:marketing@teg.org.uk). We will aim to get back to you within 48 days.

If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible, at [marketing@teg.org.uk](mailto:marketing@teg.org.uk). We will correct any information found to be incorrect.

If you have any questions about how your data is used or want it to be removed please contact [membership@teg.org.uk](mailto:membership@teg.org.uk)