



Privacy Policy

1. Scope of Policy

This policy applies to all personal information collected by RoxS Events across our entire operational footprint. Whether data is collected digitally, in writing, or on-site at an event, it falls under the protections outlined in this document.

The scope of this policy includes:

- **Digital Users:** Anyone accessing our website, client portal, or other digital platforms we operate.
- **Clients:** Individuals or organisations engaging our services, providing the data necessary for booking confirmations, logistics, and music licensing.
- **Ad-Hoc Contractors & Artists:** Professional staff and performers providing services under a "Contract for Services," involving the collection of technical certifications, identity verification, and financial details for payment settlement.
- **Event Attendees & The Public:** Individuals present within the production footprint of a RoxS Events project where we may capture media (photo/video) or process data for health and safety compliance (e.g., site inductions or emergency evacuation logs).
- **External Links:** This policy does not extend to third-party sites linked through our portal; users are encouraged to review the individual privacy policies of those external entities.

2. Information We Collect

We only ask for personal information when it is truly necessary to provide a service to you. When we do, we ask for your explicit consent for that specific reason.

A. Digital & Website Data

For users of our website and portal, we collect:

- **Session Information:** To keep you logged into the portal and preserve your user state.
- **Analytics:** Non-identifiable reports via Google Analytics to measure site usage.
- **reCAPTCHA Data:** To prevent spam, Google collects browser snapshots, CSS info, language/date settings, installed plug-ins, and all Javascript objects.
- **Cookie History:** All Google cookies placed within the last 6 months.

B. Client & Booking Data

To facilitate events and legal compliance, we collect:

- **Contact Details:** Name, address, and email for booking confirmations and professional communication.
- **Financial Data:** Payment details for deposit and final balance settlements.
- **Licensing Information:** Details regarding music licenses (e.g., PRS/PPL) required for your specific event.

C. Contractor & Artist Data

For those performing or working with RoxS Events, we collect:

- **Professional Credentials:** Proof of Portable Appliance Testing (PAT) for any equipment brought on-site.
- **Financial Details:** Bank transfer information and valid invoices to facilitate final settlement.
- **Technical Specifications:** Coordination data for wireless (RF) systems and equipment rigging.
- **Promotional Media:** Photo and video content of your performance for social media and promotional use.

D. On-Site Safety & Security Data

During live event hours, we may collect or process:

- **Health & Safety Records:** Information required for site inductions or records of compliance with the Emergency Evacuation Plan.
- **Safety Incidents:** Data related to equipment damage, weather-related cessations, or security issues.

3. Lawful Bases for Processing

Consent:

- We ask for your explicit consent when you provide personal information for a specific service.
- This basis is used for marketing communications, where you are given the opportunity to opt-in or say no.
- You have the right to withdraw this consent at any time by contacting us directly.

Contractual Necessity:

- We process client data to confirm bookings, manage non-refundable deposits, and clear final balances.
- For Artists and Contractors, we process information to facilitate fee payments and bank transfers.
- This includes processing details to manage equipment liability and financial responsibility for damages.

Legal Obligation:

- We process information to comply with mandatory Police instructions or local authority interventions.
- Data is used to ensure compliance with local authority noise limits and management plans.
- We maintain records to verify music licensing requirements, such as PRS/PPL.

Legitimate Interests:

- **Safety & Security:** We process data to maintain site safety, including sobriety checks and emergency evacuation protocols.
- **Equipment Protection:** Information is processed to ensure the security of equipment left on-site overnight.
- **Fraud Prevention:** We use automated tools like Google reCAPTCHA to block bots and prevent fake registrations.
- **Promotional Use:** We utilise a royalty-free license to use photo/video content of performances for our own promotional and social media purposes.

4. Disclosure and Third-Party Sharing

We do not share any personally identifying information publicly or with third parties except when required to fulfil our service to you or when mandated by law.

4.1 Service Providers and Operational Partners

To deliver our event production services, we share necessary data with:

- **Financial Institutions:** Information is shared with banking providers to process client deposits, clear final balances, and facilitate bank transfers for Artist and Contractor settlements.
- **Technical Services:** Our website utilises Google Analytics to measure site usage and Google reCAPTCHA to block automated bots and prevent fraudulent registrations.
- **Social media & Marketing:** Performance media (photo/video) is shared on promotional platforms and social media under the royalty-free license granted by Artists and Contractors as part of their terms and conditions of contract.

4.2 Regulatory and Legal Disclosure

We may disclose information to external authorities in the following circumstances:

- **Law Enforcement:** Personally identifying information may be shared if we are required by law or Police instruction to do so.
- **Local Authorities:** Data may be shared with local councils or licensing officers to ensure compliance with noise management plans or safety permits.
- **Music Licensing Bodies:** Event and client details may be shared with organisations such as PRS/PPL to verify that necessary music performance licenses have been secured.

4.3 Third-Party Links

Our digital portal may link to external sites not operated by RoxS Events. We have no control over the content or practices of these sites and cannot accept responsibility or liability for their respective privacy policies.

5. Data Security and Storage

5.1 Retention Period

- We only retain personal information for as long as is strictly necessary to provide you with your requested service.
- This includes the retention of client contact details, artist invoices, and contractor bank details required for professional settlement or legal tax compliance.

5.2 Security Protocols

- To protect your personal information, we take reasonable precautions and follow industry best practices to prevent unauthorised access, loss, or misuse.
- All personal information provided to us is encrypted using Secure Socket Layer technology (SSL) and stored with industry-standard encryption.
- We implement generally accepted industry standards for both the transmission and electronic storage of your data.
- We acknowledge that while we follow these standards, no method of electronic storage or transmission over the internet can be guaranteed as 100% secure.

5.3 On-Site and Physical Data

- Any physical documentation, such as signed paper copies of terms, site-specific safety logs, or induction records, are handled and stored following industry best practices for security.
- While the client is responsible for the overnight security of physical equipment left on-site, any personal data captured during on-site operations is subject to the same protections as our digital records.

6. Cookies and Automated Tracking

We use a variety of cookies and automated tracking technologies to maintain the functionality and security of our digital platforms.

6.1 Cookie Management

- We provide a list of cookies used so that you can choose whether or not to opt-out of their use.
- You may opt-out of cookies at any time by altering your web browser's settings to reject them.

6.2 Types of Cookies Used

- **Session Cookies:** We use sessions to preserve your user state across page requests, allowing you to remain logged into the portal while using our website.
- **Deletion:** These session cookies are automatically deleted once you log out of the portal.
- **Google Analytics:** This tool is used to measure how visitors use our site and to generate reports for our internal use.
- **Anonymity:** Google Analytics does not collect any personally identifiable information about you.

6.3 Automated Tracking (Google reCAPTCHA)

To protect our systems from spam and fraudulent registrations, we use Google reCAPTCHA to distinguish human users from automated bots. This process involves collecting specific technical information, including:

- A complete snapshot of your browser window and all Javascript objects.
- All cookies placed by Google within the last 6 months.
- CSS information and your browser's language and date settings.
- A list of all currently installed browser plug-ins.
- For more information on how Google handles this data, please visit their [Privacy Policy](#).

7. Your Rights

RoxS Events respects and complies with the **EU General Data Protection Regulations (GDPR)**, which grant you specific rights regarding your personal information.

- **Right to Withdraw Consent:** If you have provided explicit consent for the collection and use of your personal information, you may withdraw this consent at any time for continued collection or disclosure. To do so, please contact RoxS Events directly.
- **Right to Opt-Out:** You have the right to choose whether to allow cookies to be placed on your device. You can opt-out at any time by altering your web browser's settings to reject cookies.

- **Right to Erasure:** We only retain personal information for as long as it is necessary to provide you with your requested service. Once the service is concluded (such as the final settlement of a contractor invoice or completion of a client event), you may request the deletion of your data.
- **Right to be Informed:** We reserve the right to modify this policy at any time, but we will notify you of any material changes or clarifications here so that you are always aware of what information we collect and how we use it.
- **Right to Rectification:** You have the right to ensure your data is accurate. This is particularly important for contractors and artists to ensure that bank transfer details and professional certifications (such as PAT testing records) are kept up to date for successful settlement.

8. Changes to this Privacy Policy

- **Right to Modify:** RoxS Events reserves the right to modify this privacy policy at any time, so we encourage you to review it frequently.
- **Effective Date:** Any changes or clarifications will take effect immediately upon their posting on the website.
- **Notification of Material Changes:** If we make material changes to this policy—such as changing how we handle contractor bank details or client event data—we will notify you here or through our portal that it has been updated.
- **Transparency:** These updates are provided so that you are always aware of:
 - What information we collect from you.
 - How we use that information in our operations.
 - Under what circumstances, if any, we use or disclose that information to third parties.