

**Appledore Book Festival Privacy statement:**

Appledore Book Festival is totally committed to protecting the privacy of its customers and visitors. This Privacy Policy explains how we use your personal information. This policy may change occasionally so please check this statement from time to time.

**Information collected by the Appledore Book Festival:**

We collect personal information from you through feedback forms, competition entries, through the Friends Group and from bookings for tickets made by phone, on-line or post. All this information is kept in separate categories there is no single customer database.

**What Appledore Book Festival does with your personal information:**

We use this information to answer your questions and provide you with information you have requested. We also use this information to plan and improve the festival – for example in choosing authors to invite and selecting venues for next year.

**Joining the Friends of Appledore Book Festival:**

If you join the friends group the only details that we will keep are your name and email. We will use these details to email you news and offers from the Appledore Book Festival. We will keep these emails to the absolute minimum and certainly less than one each month. They will not include information about any other organization or company.

**Children's Privacy:**

Children under 14 are only allowed to join the Friends Group if they are nominated by a parent, teacher or carer who will then need to put their name and their connection with that child in the contact email.

**Sharing information:**

We will not share any information we store about you with any third party under any circumstances except where required by the police or our auditors.

**If you have a problem:**

If you have any problem with the information we hold – for example to correct an inaccuracy or update your name or email details please contact us at [info@appledorebookfestival.co.uk](mailto:info@appledorebookfestival.co.uk). You have the right to ask for a copy of the details held by us in our records and to correct any mistakes.

### **Photographs:**

Each year our festival photographer takes pictures at the Festival which are then used in the Festival report, website and other print media and website to promote and publicise the festival. The images are almost entirely of performers and any images of children show backs of heads only. If you are unhappy with any image that may show yourself or your children on this website please contact us and we will remove or crop it.

### **Consent:**

By freely giving us information by whatever means, you consent to the storage and processing of information in the manner described in this privacy policy.

If you have any concerns about the information we hold about you, you can email us at [info@appledorebookfestival.co.uk](mailto:info@appledorebookfestival.co.uk).