

Privacy Policy

At Pre Pitched Ltd we take the protection of your personal data very seriously and are committed to maintaining the trust of everyone we interact with. We have compiled this Privacy Notice to let you know when and why we collect your personal information, what we do with it, how we store it and the circumstances in which we may disclose it to others. This would only ever be in the course of our business operations; we never sell, rent or trade email lists or personal information to other companies for marketing purposes.

We have a legal obligation to protect your personal data and use it in line with all applicable laws concerning the protection of personal data (including the Data Protection Act 1998, General Data Protection Regulations, the Data Protection Bill herein collectively referred to in this policy as the 'data protection laws').

What information do we collect and why?

When subscribing for specific services or entering applications electronically through our website we will ask for your personal details through the forms that you fill out. This information is only held for the legitimate purpose of fulfilling the service you have requested, or processing your application.

We ask for your name, email and telephone number when you apply to be notified about stock coming up for sale, or enquiring about availability of stock for hire. In the instance of sales, we will ask for your address. As a B2B supplier, we ask for your company name, address and site address when making a booking. To ensure that we can properly assess availability, quote for transport and process your reservation we need to gather these key details. We may provide an SMS service to update you with important messages via text.

Occasionally there may be instances where we will require you to provide additional personal information, some of which may be sensitive (for instance for dietary requirements, allergies, next of kin if you work with us and we provide you with sustenance). We will always tell you why we are collecting your information and how we will use it.

Marketing

When you purchase or hire a product from us, we will collect your contact information. For sales through our web shop, billing information is processed through Shopify, and we do not have access to these payment details.

When you use our websites we collect information such as the browser and device you're using, your IP address, your location, the site you came from, what you did and didn't use our site for, or the site you visit when you leave us. Your Internet browser has the in-built facility for storing small files known as "cookies" that hold information which allows a website to recognise your account. Our website takes advantage of this facility to enhance your experience. You have the ability to prevent your computer from accepting cookies but, if you do, certain functionality on the website may be impaired. All of our cookies are encrypted for use only by our website.

As part of the registration process for our mailing list we collect personal information. We use that information to tell you our latest news. We also use it to update you on information that you have asked us to tell you about. We don't rent or trade email lists with other organisations and businesses.

Third Party Processors

We use a third-party email newsletter provider, Hubspot, to deliver our newsletters. We gather statistics around email opening and click throughs using industry standard technologies to help us monitor and improve our e-newsletter. For more information go to <https://legal.hubspot.com/dpa>.

You can unsubscribe to general mailings at any time by clicking the link at the bottom of the email.

Our carefully selected partners and service providers may process personal information about you on our behalf as described below:

Digital Marketing Service Providers

We periodically appoint digital marketing agents to conduct marketing activity on our behalf, such activity may result in the compliant processing of personal information. Our appointed data processors include:

(i) Prospect Global Ltd (trading as Sopro) Reg. UK Co. 09648733. You can contact Sopro and view their privacy policy here: <http://sopro.io>. Sopro is registered with the ICO Reg: ZA346877 their Data Protection Officer can be emailed at: dpo@sopro.io

Is my data shared with anyone?

Sometimes we may need to share your data with our partners for any necessary processing purposes only in relation to the provision of services that you have booked.

We comply with all relevant data protection laws in all our dealings with your personal data and ensure that our Data Processors do the same.

We reserve the right to access and disclose personal data to comply with all applicable laws and lawful government requests or requests by the police investigating suspected illegal activities, to operate our systems properly or to protect the rights, safety or property of Pre Pitched, website users or others.

How will the information be stored and for how long?

All the information you give us will be stored securely in Pre Pitched offices and IT systems and our contracted suppliers' IT systems. We ensure that only those members of staff of Pre Pitched and our partners authorised to view the data in the course of our business operations are given access.

You will be asked to opt in for marketing when registering for a service. Any other personal data will be kept for as long as we need to enable us to successfully administer the booking or sale. If we no longer need your personal information for the original purpose for which it was collected we will delete/destroy it unless we have a legal obligation to retain the information for a certain period. If we no longer need your personal information for the original purpose for which it was collected we will delete/destroy it unless we have a legal obligation to retain the information for a certain period.

If you want us to remove your details from your subscriptions (providing you do not have any bookings, any other contractual agreements or there is a legal basis for not doing so) then please email hello@prepitched.co.uk.

How can I see what information you have about me?

If you have any further questions or comments concerning your privacy, wish to access your personal data held about you, delete, or update information we hold about you, please contact hello@prepitched.co.uk. In order to verify your request, we will require 2 forms of identification (e.g. driving licence, passport, birth certificate, council tax bill, vehicle registration document). These forms of ID will be reviewed and held on our systems in line with this privacy notice. We welcome your comments on privacy issues so please do contact us with any queries or suggestions.

You have the right to lodge a complaint in relation to the processing of your data with the Information Commissioner's Office, the public body responsible for information rights. More information can be found on their website at <https://ico.org.uk>, or you can write to them at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF