

Craft and Cocktails UK – Privacy Policy

Business Address:

Craft and Cocktails UK
Office 102166
PO Box 6945
London, W1A 6US

Effective Date: 26th September 2025

1. Introduction

Craft and Cocktails UK (“we”, “our”, “us”) values your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, store, and share your personal information when you interact with us, including when booking or attending our events.

2. Information We Collect

We may collect the following types of information:

- **Personal Identification:** Name, email address, phone number, billing address.
 - **Booking Information:** Event details, payment confirmations.
 - **Payment Data:** Processed securely by third-party payment providers (we do not store full card details).
 - **Marketing Preferences:** Your consent to receive updates and promotions.
 - **Photographs/Video:** Images or recordings taken at events (see Section 6).
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3. How We Use Your Information

We use your personal data to:

- Process and confirm your bookings.
 - Communicate important event details and updates.
 - Provide customer service and respond to enquiries.
 - Send marketing emails if you have opted in.
 - Comply with legal and regulatory obligations.
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4. Legal Basis for Processing

We process your personal data under the following legal bases:

- **Contract:** To fulfil our obligations when you book an event.
 - **Consent:** When you opt in to receive marketing communications.
 - **Legitimate Interests:** To improve our services and ensure event safety.
 - **Legal Obligation:** Where we are required to keep certain records.
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5. Sharing Your Information

We will never sell your personal data. We may share your information with:

- **Payment Providers:** To process ticket payments securely.
 - **Service Providers:** Event venues, email systems, or booking platforms.
 - **Legal Authorities:** If required to comply with legal obligations.
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6. Photography and Media

We may take photos or video recordings during events for marketing purposes (e.g., website, social media). If you prefer not to appear in these, please inform a member of staff on arrival.

7. Data Retention

- Booking and payment information is retained for up to **six years** for legal and accounting purposes.
 - Marketing consent information is kept until you withdraw consent.
 - Media (photos/videos) may be retained indefinitely unless you request removal.
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8. Your Rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you.
- Request correction of inaccurate data.
- Request deletion of your data (where legally permissible).
- Restrict or object to processing.

- Withdraw marketing consent at any time.
 - Lodge a complaint with the **Information Commissioner's Office (ICO)** at www.ico.org.uk.
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9. Security

We take appropriate technical and organisational measures to safeguard your personal data against loss, misuse, or unauthorised access.

10. Contact Us

For privacy-related enquiries, please contact us at:

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Office 102166

PO Box 6945

London, W1A 6US

hello@craftandcocktailsuk.com