

## Privacy Policy

We take the protection of your personal details seriously. This Policy explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this policy from time to time, so please check our Policy occasionally to ensure you are happy with any updates.

If you have any questions regarding this Policy and our privacy practices, please contact [info@european-intl.com](mailto:info@european-intl.com).

### **Who we are**

European International (Fairs) Limited are a leading event freight logistics provider, based in the United Kingdom.

We are registered with Companies House in the United Kingdom and our registration number is 4197072. Our registered address is:

European International (Fairs) Limited  
Units 6 & 10, Skitts Manor Farm  
Moor Lane, Edenbridge  
Kent, TN8 5RA  
United Kingdom

### **What data do you hold?**

We may hold names, email addresses, business addresses and telephone numbers.

We may also retain business bank details where it is considered necessary for continued business function (ie in order to pay our suppliers).

With the exception of internal EIFL staff, we do not hold personal bank account details.

If you contact us via our website we will use this information to reply to you. We do not automatically store any personal information, or IP addresses. If it is later deemed necessary to retain your personal information after contacting us via our website, our Privacy Policy will apply to how we use, store and secure your data.

We do not collect bank account or credit details through our website. All on-line credit card transactions are securely processed via Worldpay LLC.

### **Why do you hold it?**

We only hold personal data considered to be necessary for the business to function. Such data may be held in relation to exhibitors, customers, suppliers and subcontractors.

### **How will you use my data?**

Your personal data will only ever be used in order for us to make contact with you for legitimate business purposes such as corresponding in relation to upcoming or live orders/services, responding to queries that you have raised with us or for following up on payment etc.

### **Where is my data stored?**

Your data is stored in multi-layer secure GDPR compliant cloud based servers. No personal data is stored locally within any of our machines.

### **Is my data secure?**

We have internal policies and secure IT systems to ensure that your personal information is kept as secure as possible. We have multi-layered security systems in place and folders within our systems are also password protected.

**How long is my data held on to?**

Unless we are specifically asked to remove your details, they will remain 'dormant' in our system for 6 years. We automatically delete all records from our system after 6 years.

**Who has access to your information?**

We may pass your information to third-party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service. We have agreements in place that requires our agents and subcontractors to keep your information secure and not to use it for their own direct marketing purposes.

We may also release personal data if we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

We will not sell or rent your information to third parties.

**Will you use my data to market to me?**

European International (Fairs) Limited have a duty to contact exhibitors attending events where we have been appointed as the official freight logistics provider. This is to ensure that each exhibitor has received our full shipping instructions which contain crucial information necessary to facilitate the smooth transportation of their shipments (such as documentation requirements and deadlines etc). Your details may also be handed to our network of international offices and agents in order for them to contact you on a local level on our behalf. Similarly, Worldwide agents may request that we contact you on their behalf if you are exhibiting at an event where they are appointed as the official logistics provider.

European International (Fairs) Limited do not 'cold call' existing or potential customers.

**Can I ask you to not hold my personal information?**

If you would like us to delete all your personal details from our system please contact us at [info@european-intl.com](mailto:info@european-intl.com) and we will arrange for such data to be removed.

For HRMC purposes we must maintain records of all transactions made within the business for 6 years. Any contact names mentioned on sales invoices cannot be deleted however the information remains dormant and is not used for any kind of marketing or research purposes what-so-ever.

Please note that we may be supplied with your contact details again by an event organiser or overseas agent whereby we have an obligation to make contact with you even if you have previously requested us to remove your details from our system.

**Can I see the data you have about me?**

You have a right to see all data we hold on you. If you would like us to release this to you, please contact us at [info@european-intl.com](mailto:info@european-intl.com).

**Review of this Policy**

We keep this Policy under regular review. This Policy was last updated in April 2018.



**Jim Callaghan**  
Managing Director