

Privacy Policy

Last updated: 19/08/26

Giftbox Fine Art and Furniture trading as Giftbox Events ("we", "us" or "our") respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website, submit an application to take part in one of our events, or otherwise communicate with us.

Our website is operated using Wix, and our event/stallholder application forms are provided using Tally.

1. Who we are

The organisation responsible for your personal information is:

Business name: Giftbox Fine Art and Furniture

Trading name: Giftbox Events

Business address: 16 St Hildas Road, Hythe, Kent, CT21 6HF

Email: info@giftboxevents.co.uk

Telephone: 07879 224885

For data protection purposes, we are the data controller of the personal information we collect from you.

2. Information we collect

Depending on how you interact with us, we may collect some or all of the following information:

- Your name
- Business or trading name
- Email address
- Telephone number
- Business address
- Website and social media details
- Information about the products or services you provide
- Information about your stall requirements
- Information provided in your event application
- Information relating to your event booking or participation

- Correspondence between you and us
- Any other information you choose to provide to us

We may also automatically collect certain technical information when you visit our website, such as your IP address, browser type, device information and information about how you use our website. This may be collected through cookies and similar technologies.

3. How we collect your information

We may collect personal information when you:

- Visit or use our website
- Submit a stallholder or event application form
- Contact us by email, telephone or social media
- Register your interest in one of our events
- Book or participate in one of our events
- Communicate with us regarding your application or booking

Our website is hosted by **Wix**, and our online application forms are provided through **Tally**.

4. How we use your information

We may use your personal information to:

- Process and assess applications to take part in our events
- Communicate with you about your application
- Manage stallholder bookings and event participation
- Contact you about event arrangements and important updates
- Organise and administer our events
- Respond to enquiries and requests
- Maintain records of our business activities
- Improve our website, services and events
- Comply with legal and regulatory obligations
- Protect our business and prevent fraud or misuse

We will only use your personal information where we have a lawful basis for doing so under applicable data protection legislation.

5. Lawful basis for processing

Depending on the circumstances, we may rely on one or more of the following lawful bases:

Contract: Where processing your information is necessary to arrange or manage your participation in one of our events.

Legitimate interests: Where processing is necessary for us to operate and manage our business, communicate with stallholders, improve our services or protect our business, provided that our interests do not override your rights.

Consent: Where we ask for your consent to use your information for a particular purpose, such as certain types of marketing.

Legal obligation: Where we are required to process or retain information to comply with a legal or regulatory requirement.

6. Tally

Our stallholder and event application forms are provided through **Tally**.

When you submit information through one of our Tally forms, the information you provide is processed through Tally's systems.

Tally may process information on our behalf as part of providing its form and data collection services.

For more information about how Tally handles personal information, please refer to Tally's own privacy policy.

7. Wix

Our website is hosted and operated using **Wix**.

Wix may process certain information when you visit or interact with our website, including technical information, usage information and information collected through cookies or similar technologies.

Wix may also process information where you interact with features provided by Wix on our website.

For more information, please refer to Wix's privacy information.

8. Stripe Payments

We use Stripe to process payments for event bookings and other services. When you make a payment, your payment information is processed securely by Stripe. We do not receive or store your full payment card details.

Stripe may process personal and payment information in accordance with its own privacy policy and applicable data protection laws. For more information about how Stripe handles personal information, please refer to Stripe's privacy policy.

9. Cookies

Our website may use cookies and similar technologies.

Cookies are small files stored on your device that can help websites function correctly, remember preferences and understand how visitors use a website.

Some cookies are necessary for the website to operate, while others may be used for analytics, functionality or other purposes.

Where required by law, we will ask for your consent before placing non-essential cookies on your device.

You can manage or disable cookies through your browser settings and, where applicable, through our website's cookie settings.

10. Who we share your information with

We will not sell your personal information.

We may share your information where necessary with:

- Service providers who help us operate our website and business
- Wix, as our website provider
- Tally, as our online form provider
- Stripe, as our payment service provider
- Event venues or other event partners where necessary to organise an event
- Professional advisers where necessary
- Government, regulatory or law enforcement authorities where we are legally required to do so

We only share information where there is a legitimate reason to do so and, where appropriate, we take steps to ensure that your information is handled securely.

11. International transfers

Some of the companies we use to provide our website and online services may process or store information outside the United Kingdom.

Where personal information is transferred outside the UK, we will take appropriate steps to ensure that it receives an adequate level of protection in accordance with applicable UK data protection law.

12. How long we keep your information

We will only keep your personal information for as long as it is reasonably necessary for the purposes for which it was collected.

The length of time we retain information will depend on the type of information and why we need it.

For example, we may retain stallholder application and booking information for a reasonable period after an event has taken place in order to manage our records, deal with enquiries or disputes, and meet any legal or accounting requirements.

We normally retain stallholder information for 12 months after the relevant event.

Where information is no longer required, we will take reasonable steps to securely delete or dispose of it.

13. Your data protection rights

Under UK data protection law, you may have the right to:

- Request access to the personal information we hold about you
- Ask us to correct inaccurate or incomplete information
- Ask us to delete your personal information in certain circumstances
- Ask us to restrict how we use your information in certain circumstances
- Object to certain types of processing
- Request the transfer of your information to another organisation in certain circumstances
- Withdraw consent where we rely on consent to process your information

These rights are subject to certain legal conditions and exemptions.

If you wish to exercise any of these rights, please contact us using the details provided below.

14. Marketing

We may contact you with information about our events, services or activities where we have a lawful basis to do so.

Where we require your consent to send marketing communications, we will ask for your consent before doing so.

You can unsubscribe from marketing communications at any time by contacting us or using the unsubscribe option included in the communication.

15. Keeping your information secure

We take reasonable technical and organisational measures to protect your personal information from being lost, misused, accessed without authorisation, altered or disclosed improperly.

However, no method of transmitting or storing information online can be guaranteed to be completely secure.

16. Children's privacy

Our website and services are primarily intended for adults and businesses.

We do not knowingly collect personal information from children for the purposes of providing our stallholder services.

17. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, website, services or legal requirements.

The latest version will always be made available on our website, with the date of the latest update shown at the beginning of the policy.

18. Contact us

If you have any questions about this Privacy Policy or how we handle your personal information, please contact us:

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Business address: 16 St Hildas Road, Hythe, Kent, CT21 6HF

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19. Complaints

If you are unhappy with how we have handled your personal information, please contact us in the first instance so that we can try to resolve your concerns.

You also have the right to complain to the **Information Commissioner's Office (ICO)**, the UK's data protection regulator.

You can find information about making a complaint on the ICO's website.

ICO website: <https://ico.org.uk/>