



Privacy Policy

Please find below the Rockitfish data privacy policy which sets out how we use and protect any information and forms part of our terms and conditions.

We operate in accordance with UK data protection legislation including the Data Protection Act 2018 (GDPR). Rockitfish takes the approach of privacy by design in considering privacy at the start of any process.

Rockitfish takes the privacy of its client's and other parties' data extremely seriously and is committed to ensuring privacy is protected. Please read the following policy to understand how we will treat your personal data when you use our web site or provide details to one of our employees.

When do we collect data?

We can collect data from a variety of different sources, these include:

1. When you make an enquiry to us from our website
2. When you subscribe to our newsletter
3. When you speak to our staff
4. When you register for the purpose of attending a conference or incentive programme
5. Marketing and research activity including internet and email activity.

In any of the above cases, the data we collect could be personal data.

What do we do with your personal information?

We may need to collect information about you to process the transaction, fulfil your order and provide you with the services you expect. This information may include details such as your name, your address, your e-mail address, your dietary requirements and your passport details.

Unless we have your express consent, we will only disclose personal data to third parties if this is required for the purpose of completing your transaction with us.

Rockitfish uses your personal information to provide you with a personalised service and to give you details of offers and information which we think will be of interest to you. We may also use the information to process any transactions you undertake with us and for internal administration and analysis.

We do not sell, rent, or trade your personal information to third parties for marketing purposes.

We will provide a sufficient level of security in relation to the risks inherent in the processing of your personal data and with respect to the nature of the personal data to be protected.

By becoming a Rockitfish client, supplier, or subscriber you consent to the collection, storage, and processing of your personal information as outlined above.

Security

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure the information we collect.

Website Delegate Registration

All our websites are built with password protection to access any part of the website – the front end as well as the administration area. Our websites use a 256 bit data encryption SSL (secure socket layer) to encrypt all data travelling to and from the web server. Our data centres where our websites are hosted have Cisco based Firewalls built into our servers that stop hackers. Our data centres ensure strict regulations of not disclosing customer information and the tools are multi-layer, password protected to avoid unauthorised login.

All our websites are designed and built in-house and don't use any third party pre-built plugins for capturing delegate details. Any payment facility requested would use a reputable secure payment gateway.

Destruction of Data

Personal data obtained when individuals attend a conference, meeting or incentive programme will be safely destroyed or removed from our systems within 6 months of completion of the event or programme. Personal data obtained for fulfilment and delivery of merchandise, gift boxes and other physical goods is destroyed within 7 days of delivery.

Other personal data will be safely destroyed or removed from our systems, if it has not been accessed during the previous 4 years, except in the case of certain financial data, required by the tax authorities, which may be retained for a period of 7 years.

Personal Data in physical form is destroyed using a shredder either at Rockitfish offices or using a specialist company. Data in electronic form is removed from our systems on a scheduled basis.

Cookies

During any visit to our website, a short text file called a "cookie" is downloaded to your computer. Many websites do this, because cookies enable a website to do useful things like discover whether the computer and probably the user has visited the site before. This is done on a repeat visit by checking to see, and finding, the cookie left there on the last visit. Certain areas of our website use cookies to store information such as text size but is never used to collect personal data or track usage. Please see our separate cookie policy which gives fuller details.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Suppliers, Subcontractors and Employees

Suppliers, Subcontractors and Employees shall treat all information provided by Rockitfish or the clients of Rockitfish as confidential and shall only use, hold, and process such information for the purpose of performing the services notified by Rockitfish and shall comply with all relevant elements of this policy. Suppliers, Subcontractors and Employees shall not publicise any information in connection with Rockitfish without prior written consent. Rockitfish shall not share any information provided by any Supplier, Subcontractor or Employee with any other party without prior notification unless required to do so by law.

Consent

By disclosing your personal information to us when using one of our web sites, by telephone or in writing, you consent to the collection, storage, and processing of your personal information by Rockitfish as outlined in this Policy. Some information and e-mails sent to Rockitfish may be used as testimonials but no e-mail address or contact details will be displayed.

Holding of information for direct marketing purposes

We collect and hold certain personal data for direct marketing purposes which is regarded as carried out for legitimate interest and is our legal basis for holding that information in accordance with GDPR recital 47.

Opt-Out Policy

Rockitfish newsletter subscribers and other recipients of eshots have the option to opt-out and we will remove you from our eshot list and we will not send you any further marketing communications including eshots.

Subject Access Rights

Any request for a copy of an individual's information held by Rockitfish or requests to delete an individual's information or any other privacy questions or concerns will be actioned within 30 days. Requests should be made to: data@rockitfish.co.uk

Rockitfish will review and update this policy from time to time. This policy was last updated on 07/05/24 and you may wish to periodically check for future updates.