



Client & Supplier Privacy Statement

Lemongrass Marketing is aware of its obligations under the General Data Protection Regulation (GDPR) and is committed to protecting your privacy. This privacy notice sets out, in line with GDPR, how and why we collect your personal data and how it is used.

Personal data we collect

Lemongrass Marketing may collect personal data from you in the form of:

- employee names, email addresses, job titles, phone numbers and company addresses of clients and suppliers whom we have an on-going contractual relationship with.
- employee names, email addresses, job titles, phone numbers and company address of clients, potential clients and suppliers with whom we have previously had, or are seeking, a contractual relationship with. This information will only be added to our internal databases where we have identified a lawful basis to do so and will be deleted wherever the information sits idle for a period exceeding what is reasonable.
- your passport details when organising client visits to our Oxford office. We will always make you aware in advance when it is necessary for us to process your data in this way and this data will be deleted immediately at the completion of the aforementioned trip.
- photographs may be taken on trips to either our client properties or during other meetings with our key contacts but we will always make you aware in advance when we seek to process your data in this way. This data would then become the property of Lemongrass Marketing to be used as appropriate.

How we collect your data

- Lemongrass Marketing uses Social Media, LinkedIn, receives referrals from partner agencies & other recommendations from within the industry, visits company websites and collects information in person at trade fairs & other events and from key contacts within the travel industry, from which we are able to identify and get in contact with new clients and suppliers, where we have identified a lawful basis on which to do so
- Lemongrass Marketing will request further information directly from you when commencing work with you contractually, on projects and/ or trips

How we process your data

Lemongrass Marketing will only process your data as far as is necessary for the relevant purpose, and only when we are satisfied that there is no other reasonable way to achieve that purpose.

In this instance Lemongrass Marketing will process your data for the following purposes:

- It will be necessary to share your information internally within the company, with its staff and consultants, in order to uphold any contractual relationship in place
- Lemongrass Marketing may contact you via telephone and send you invitations, electronic and paper mailings in order to communicate and supply key information to you in order to keep you updated on the products and services we are able to offer

Lemongrass Marketing
Summertown Pavilion, 18-24 Middle Way
Oxford, OX2 7LG
United Kingdom

t: +44 (0) 1865 237 990
w: www.lemongrassmarketing.com

- It will be necessary for Lemongrass Marketing to store personally identifying information on its email marketing platform, who may at times allow access to its sub-processors to perform critical services such as helping to prevent abuse and providing customer support
- It will be necessary for Lemongrass Marketing to share personally-identifying information with our trade and media contacts in order to build the necessary relationships and partnerships with our clients to progress with projects your company is involved in
- Lemongrass Marketing will process your information in order to report on and internally monitor activities carried out for and by our clients & suppliers, including itineraries
- Lemongrass Marketing may make a record of the preferences that you choose to share with us to ensure that we send you the most relevant data/ information when considering you for future projects
- It may be necessary for Lemongrass Marketing to share personally-identifying information with third parties in order to arrange client visits to our Oxford office, as well as to secure the safety of participants on the aforementioned trips. We will always make you aware in advance when it is necessary for us to process your data in this way and this data will be deleted immediately at the completion of the aforementioned trip.
- Where consent is given Lemongrass Marketing may use photographs it has taken on its social media pages, the company website and in company marketing materials
- It may be necessary for Lemongrass Marketing to process financial information, you will have supplied to us, through our third party financial software, which may at times allow access to its sub-processors to perform critical services such as helping to prevent abuse and providing customer support.

Special categories of data

We must process special categories of data in accordance with more stringent guidelines. Most commonly, we will process special categories of data when the following applies:

- you have given explicit consent to the processing
- we must process the data in order to carry out our legal obligations
- we must process data for reasons of substantial public interest
- you have already placed the data in the public domain.

Who we share personal data with and why

Lemongrass Marketing will never share your personal data other than in the ways outlined in this Privacy Statement and never without your explicit consent, unless there is a lawful basis on which to do so.

Protecting your data

We are aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction and abuse. We have implemented processes to guard against such.

Where we share your data with third parties, we provide written instructions to them to ensure that your data is held securely and in line with GDPR requirements. Third parties must also implement appropriate technical and organisational measures to ensure the security of your data.

How long we keep your data for

In line with data protection principles, we will only ever hold your data for as long as we need to for the relevant purpose.

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For contractual relationships we will only keep your personal data for a period of 6 years post termination of a contract in order to meet legal requirements, such as in the case of any legal claims or complaints.

Your rights in relation to your data

The law on data protection gives you certain rights in relation to the data we hold on you. These are:

- **the right to be informed** - This means that we must tell you how we use your data, and this is the purpose of this privacy notice
- **the right of access** - You have the right to access the data that we hold on you. To do so, you should make a subject access request. You can read more about this in our Subject Access Request policy which is available to view [here](#)
- **the right to rectification** - If any data that we hold about you is incomplete or inaccurate, you have the right to ask us to amend it
- **the right to have information deleted** - If you would like us to stop processing your data, you have the right to ask us to delete it from our systems where you believe there is no lawful reason for us to continue to process it
- **the right to restrict the processing of the data** - For example, if you believe the data we hold is incorrect, we can stop processing the data (whilst still holding it) until we have ensured that the data is correct
- **the right to portability** - You may transfer the data that we hold on you for your own purposes
- **the right to object** - You have the right to object to the way we use your data where we are using it for our legitimate interests
- **the right to regulate any automated decision-making and profiling** - You have a right not to be subject to automated decision making in any way that adversely affects your legal rights.

Please note: If you would like to exercise any of your rights outlined above please contact us at privacy@lemongrassmarketing.com outlining your request or concerns.

How to withdraw your consent for us to use your data

Where you have provided us with consent to use your data, you have the unrestricted right to withdraw that consent at any time. Withdrawing your consent means that we will stop processing the data that you had previously given us consent to use. There will be no consequences for withdrawing your consent. However, in some cases, we may continue to use the data where we are permitted by having a lawful reason to do so.

If you wish to exercise any of the rights explained above, please contact our Office Manager at privacy@lemongrassmarketing.com

Making a complaint

If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner.

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