

Privacy Notice

Last Updated: September 2026

1. Introduction

At **Coastal Wedding & Event Hire** ("we", "us", "our"), we are committed to protecting your privacy and handling your personal information responsibly. This Privacy Notice explains how we collect, use, store, and protect your personal data when you enquire about or use our wedding and event hire services.

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable privacy laws.

2. Who We Are

Business Name: Coastal Wedding and Event Hire

Address: 17 Grattondale, Carlton Colville. Lowestoft. Suffolk. NR33 8WP

Telephone: 07904 642912

Email: coastalweddingandeventhire@gmail.com

If you have any questions about this Privacy Notice or how we handle your personal information, please contact us using the details above.

3. What Personal Data We Collect

We may collect and process the following personal information:

- Name
- Address
- Email address
- Telephone number
- Event venue details
- Wedding or event date
- Correspondence and communications with us
- Information about your event requirements
- Photographs or videos that may incidentally identify individuals, where relevant

4. How We Collect Your Information

We collect personal data directly from you when you:

- Contact us by phone, email, social media, or messaging services
- Request a quotation
- Book our services
- Sign a booking agreement
- Make payments

We may also receive information from venues, wedding planners, event organisers, or other suppliers where you have authorised them to share it with us.

5. How We Use Your Personal Data

We use your information to:

- Respond to enquiries
- Provide quotations
- Manage bookings and contracts
- Deliver products and services
- Coordinate event logistics
- Issue invoices
- Communicate regarding your booking
- Comply with legal and regulatory obligations
- Improve our services
- Send marketing communications where permitted by law or where you have provided consent

6. Legal Basis for Processing

We process personal data under one or more of the following lawful bases:

Contract

Where processing is necessary to provide our services or fulfil a contract with you.

Legitimate Interests

To manage our business operations, improve services, prevent fraud, and communicate with clients.

Legal Obligation

To comply with legal, tax, and accounting requirements.

Consent

Where you have specifically consented to receive marketing communications or to the use of photographs featuring you.

7. Sharing Your Information

We may share your information with:

- Event venues
- Delivery and logistics providers

We will never sell your personal data to third parties.

8. Marketing Communications

We may send information about our services, offers, or promotions where:

- You have provided consent; or
- We are permitted to do so under applicable marketing laws.

You may unsubscribe from marketing communications at any time by contacting us or using the unsubscribe link included in marketing emails.

9. Photography and Social Media

We may take photographs of our equipment and event setups for promotional purposes.

Where individuals are clearly identifiable in photographs, we will seek appropriate consent where required.

If you would prefer that photographs of your event are not used for marketing purposes, please notify us in writing before the event.

10. Data Retention

We retain personal information only for as long as necessary to:

- Deliver our services
- Fulfil contractual obligations
- Meet legal, accounting, or tax requirements
- Resolve disputes

Typically, customer records relating to bookings and transactions may be retained for up to seven years to comply with legal and financial obligations.

11. Data Security

We take appropriate technical and organisational measures to protect personal information against:

- Unauthorised access
- Loss
- Misuse
- Alteration
- Disclosure

Access to personal data is restricted to individuals who require it for legitimate business purposes.

12. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data

- Correct inaccurate information
- Request deletion of your data
- Restrict processing
- Object to certain processing activities
- Withdraw consent at any time
- Request the transfer of your data where applicable

To exercise your rights, please contact us using the details provided above.

13. Complaints

If you are unhappy with how we process your personal information, please contact us first so that we can try to resolve your concerns.

You also have the right to lodge a complaint with:

Information Commissioner's Office (ICO)

Website: <https://www.ico.org.uk>

Telephone: 0303 123 1113

14. Changes to This Privacy Notice

We may update this Privacy Notice from time to time. Any changes will be posted on our website and will take effect from the date of publication.

Contact Us

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Coastal Wedding and Event Hire

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