

Privacy Policy

Last updated: 17 August 2026

Website: www.wrigglyroadshow.com **Email:** james@wrigglyroadshow.com **Phone:** 07877 483612

This privacy policy explains how Wriggly Roadshow collects, uses, stores and shares personal information when you visit our website, make an enquiry, book an animal encounter, communicate with us or agree to the use of event photographs or videos.

1. Who is responsible for your information

Wriggly Roadshow is the controller responsible for the personal information described in this policy. In this policy, 'we', 'us' and 'our' mean Wriggly Roadshow. We are based at The Barn, Far Cloughside Farm, Compstall, Stockport, SK6 5JZ.

If you have a question about this policy, want to exercise a data protection right or wish to make a complaint, please use the contact details in section 16.

2. Who this policy covers

This policy covers visitors to our website and adults who contact us, request a quotation, organise or book an event, attend an event, pay an invoice, receive permitted marketing or appear in agreed event media.

Our website enquiry and booking facilities are intended for adults such as parents, carers, teachers, venue staff and event organisers. Children should not submit personal information through the website. Where an event involves children, booking and consent arrangements should be handled by an appropriate adult.

3. Personal information we collect

Contact information. Your name, email address, telephone number and, where relevant, postal or venue address.

Enquiry and booking information. Preferred event date, event type, venue, timings, requirements, messages and other details needed to prepare a quotation or deliver the booking.

Communication records. Emails, form submissions, notes of calls and other correspondence relating to an enquiry, booking or complaint.

Invoice and payment records. Invoices, amounts, payment status and transaction references. We do not ask you to send payment-card details through our website form or by email.

Event photographs and videos. Images or recordings from an event where the necessary agreement or consent has been obtained.

Website and technical information. Internet Protocol address, browser and device information, pages viewed, referral information and cookie or similar technology data collected through Wix and any enabled website tools.

4. How we collect information

We collect information directly from you when you use our contact form, email or telephone us, request a quotation, confirm a booking, pay an invoice, communicate with us, provide marketing consent or agree to photography or filming. An organiser may also provide information on behalf of a venue or group.

Some technical information is collected automatically when you use the website, through Wix and cookies or similar technologies. More detail is provided in section 8 and in the Cookie Policy available in the website footer.

5. How and why we use your information

Enquiries and quotations. We use your details to reply, understand your requirements and prepare a quotation. Our lawful basis is taking steps at your request before entering into a contract.

Bookings and service delivery. We use booking, contact, venue and event details to confirm arrangements, communicate about the event, deliver the service and deal with changes. Our lawful basis is performance of our contract with you.

Invoices, payments and tax records. We use relevant information to issue invoices, record payments, keep accounts and meet tax or other legal duties. Our lawful bases are performance of a contract and compliance with a legal obligation.

Business administration and protection. We may use records to keep our service secure, prevent misuse, manage complaints and establish, exercise or defend legal claims. Our lawful basis is our legitimate interest in operating and protecting the business fairly and lawfully.

Marketing. We send marketing only where you have given permission. Our lawful basis is consent, which you can withdraw at any time.

Photographs and videos. We use and share agreed event media only for the purposes explained when permission is requested. Our lawful basis is consent.

Website operation. We use necessary technical information to provide and protect the website. Where optional analytics or advertising cookies are used, our lawful basis is consent.

We do not use your personal information for automated decision-making or profiling that produces legal or similarly significant effects.

6. Event photographs and videos

We may take or receive event photographs or videos only where this has been agreed in advance. Before using identifiable images for publicity, our website or social media, we will rely on the appropriate permission from the adult shown or confirmation from the responsible organiser that the necessary parent, guardian or participant permissions have been obtained.

You may withdraw consent for future use by contacting us. We will stop new uses and, where reasonably possible, remove material we control. Copies already shared by other people, cached by search engines, printed or retained by social media platforms may not be fully retrievable.

7. Marketing choices

We will not add you to a marketing list merely because you made an enquiry or booking. Where you actively agree to receive marketing, we may use your email address or other permitted contact details to send relevant Wriggly Roadshow news or offers. You can withdraw consent at any time by using any unsubscribe option provided or by emailing james@wrigglyroadshow.com. Withdrawing consent does not affect earlier lawful use.

8. Cookies and website analytics

Wix uses essential cookies that are needed for core website functions such as security and operation. Optional cookies or similar technologies, including any analytics or advertising tools that we enable, will be used only in accordance with the choices you make through the website cookie banner.

You can use the cookie banner to accept or reject optional cookies and can change or withdraw your choice using the consent settings provided on the site. Please read our separate Cookie Policy in the website footer for the current cookie categories, providers, purposes and durations.

9. Who we share information with

We share personal information only where it is necessary for the purposes described in this policy. This may include:

Wix. which hosts the website and may process website, form, cookie and technical information;

Microsoft or Outlook. which provides our business email and related communication services;

Our bank, bookkeeper or accounting software provider. where needed to receive or record payments, manage invoices and keep lawful financial records;

Social media platforms. where agreed photographs or videos are published with appropriate permission; and

Authorities, regulators, insurers or professional advisers. where disclosure is required by law or reasonably necessary to protect rights, safety or legal claims.

Some recipients act as processors on our instructions, while others use information under their own privacy notices. We do not sell personal information.

10. International transfers

Some service providers, including Wix, Microsoft and social media providers, may store or process information outside the United Kingdom. Where UK data protection law requires protection for an international transfer, we rely on an adequacy decision or another approved safeguard, such as appropriate contractual clauses. You can contact us for more information about the safeguards relevant to your information.

11. Keeping information secure

We use reasonable technical and organisational measures to protect personal information, including limiting access to people and providers who need it, using password-protected services and keeping business records in appropriate systems. No online service or email system can be guaranteed completely secure, but we take proportionate steps to reduce the risk of loss, misuse or unauthorised access.

12. How long we keep information

We keep information only as long as reasonably needed for the purpose for which it was collected, including legal, accounting, tax, safeguarding and dispute-resolution needs. Our usual periods are:

Enquiries that do not become bookings. Up to 12 months after the last meaningful contact, unless you ask us to delete them sooner or we need a record for a legal reason.

Booking records and service correspondence. Up to six years after the event or service is completed, so we can deal with accounting, complaints or legal claims.

Invoices, payment and tax records. At least five years after the 31 January tax return submission deadline for the relevant tax year, and longer if HM Revenue and Customs or another legal requirement applies.

Marketing details and consent records. Until you withdraw consent. We will also review inactive marketing records and normally remove them from active use after 24 months without meaningful engagement.

Photographs and videos. For as long as the agreed use remains relevant. We review retained publicity media at least every two years and remove material from active use when it is no longer needed or when consent is withdrawn, subject to the practical limitations described in section 6.

Website and cookie information. For the periods shown in the current Cookie Policy or consent tool.

When a retention period ends, we securely delete or anonymise the information. Residual copies may remain in protected backups until they are overwritten through the provider's normal backup cycle.

13. Your data protection rights

Depending on the circumstances, you may have the right to ask for access to your personal information; correct inaccurate information; erase information; restrict how it is used; object to certain uses; receive information you provided in a portable format; and withdraw consent at any time where we rely on consent.

These rights are not absolute and legal exemptions may apply. We may need to confirm your identity before responding. We normally respond to a valid request within one month, although the law allows extra time for particularly complex or numerous requests. There is normally no fee.

14. Data protection complaints

Please contact us first if you have a concern so that we can try to resolve it. You can email james@wrigglyroadshow.com with the subject 'Data protection complaint', telephone 07877 483612, or write to Wriggly Roadshow, The Barn, Far Cloughside Farm, Compstall, Stockport, SK6 5JZ.

We will acknowledge a data protection complaint within 30 days, investigate it without undue delay and tell you the outcome. You also have the right to complain to the Information Commissioner's Office. Information about doing so is available at ico.org.uk/make-a-complaint or by calling 0303 123 1113.

15. Changes to this policy

We may update this policy when our services, suppliers, website tools or legal responsibilities change. The latest version will be published on this website and the 'Last updated' date will be revised. If a change materially affects how we use information already collected, we will take reasonable steps to draw attention to it.

16. Contact Wriggly Roadshow

Email. james@wrigglyroadshow.com

Telephone. 07877 483612

Post. Wriggly Roadshow, The Barn, Far Cloughside Farm, Compstall, Stockport, SK6 5JZ

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