**FUTURE TEMPLE**

**Client and Event Privacy and Retention Policy**

**Cataco Ltd trading as Future Temple**
**Version:** 1.1
**Effective from:** 01/09/2026
**Review date:** September 2027, or earlier if circumstances change

| Date | Version | Author | Description |
|---|---|---|---|
| 03/10/26 | 1.1 | C. Coulthard | Addition of CCTV recording and retention period |

---

**This policy explains** how Future Temple collects, uses, shares, protects and retains personal information relating to venue enquiries, proposals, private hires, promoter bookings and events. It does not cover workers or job applicants, who are covered by our separate worker privacy notice.

**1 Who we are**

Cataco Ltd, trading as Future Temple, is the data controller for the personal information described in this policy. This means that we decide how and why that information is used.

**Contact:** cathy@futuretemple.org

**Postal address:** 17 Stretford Road, Bristol BS5 7AW

**2 Who this policy covers**

This policy covers prospective and confirmed private hirers, promoters, event organisers, artists, suppliers, guests and other people whose information is provided to us in connection with an event.

**3 Information we may collect**

CCTV images recorded in and around Future Temple. CCTV operates in selected areas of the premises for security, safety, crime prevention and incident investigation purposes. CCTV does not record audio and is not installed within toilets or other areas where people would reasonably expect privacy.

Identity and contact information, such as name, role, organisation, email address, telephone number and postal address.

Enquiry, proposal and booking information, including event plans, dates, attendance, access needs, suppliers, performers and operational requirements.

Contract and financial information, such as agreed charges, deposits, invoices, payment status and transaction references. We do not normally retain complete payment-card details.

Communications, including emails, messages, meeting notes, amendments, complaints and feedback.

Safety and compliance information, such as accessibility requirements, incident or accident details, refusals, safeguarding concerns and information needed to meet licensing, insurance or legal responsibilities.

Marketing preferences and records showing when, how and for which communication channel consent was given or withdrawn.

Photographs or video recorded at events where this has been notified and is lawful.

**4 How we obtain information**

We usually receive information directly from you through enquiries, proposals, contracts, email, telephone, messaging services, booking or ticketing platforms, invoices and event discussions. We may also receive information from an event organiser, promoter, ticketing provider, artist representative, supplier, member of venue staff or relevant authority.

**5 Why we use information and our lawful bases**

| Purpose | Examples | Lawful basis |
|---|---|---|
| Enquiries and proposals | Responding to requests, discussing requirements and preparing quotations or proposals. | Steps requested before a contract; legitimate interests. |
| Bookings and event delivery | Agreeing and administering a booking, communicating about the event and delivering venue services. | Contract; legitimate interests where the contract is with an organisation rather than the individual contact. |

| Purpose | Examples | Lawful basis |
|---|---|---|
| Payments and records | Invoicing, payment reconciliation, tax, accounting and audit records. | Contract; legal obligation. |
| Safety and compliance | Licensing, capacity, security, accessibility, incident handling, insurance and protection of people and property. | Legal obligation; legitimate interests; vital interests in an emergency. |
| Claims and disputes | Handling complaints and establishing, exercising or defending legal claims. | Legitimate interests; legal obligation. |
| Event promotion and venue updates | Sending optional news or marketing by the channel selected by the recipient. | Consent for individuals unless another lawful route clearly applies; legitimate interests may apply to corporate contacts. |
| Event photography and video | Documenting and promoting Future Temple and its events, with appropriate notices and opportunities to object. | Legitimate interests; consent where required or appropriate. |
| CCTV and venue security | Monitoring entrances and selected areas of the premises for the safety of customers, workers and visitors; prevention and investigation of crime or theft; protection of stock, equipment and property; and investigation of significant incidents. | Legitimate interests; legal obligation where applicable; vital interests in an emergency. |

**6 Sensitive information**

We do not seek sensitive information unless it is necessary. Event access requirements or incident records may contain health information, and safety records may contain

allegations relating to an offence. We use such information only where data protection law permits it and an additional legal condition applies, for example explicit consent, protection of vital interests, safeguarding where applicable, or the establishment, exercise or defence of legal claims. Access is restricted to people who need the information.

**7 Information about other people**

If you give us personal information about an artist, guest, supplier or other person, you must make sure that you are entitled to do so and that they have been told how their information will be used. Please provide only the information we genuinely need. If an event involves children, information should normally be supplied by the organiser or a parent or guardian and kept to the minimum necessary.

**8 Sharing information**

We may share relevant information, on a need-to-know basis, with:

authorised Future Temple staff and contractors involved in the enquiry, booking or event;

service providers supporting file storage, electronic signatures, email and communications, accounting, payments and ticketing, including Dropbox, SignWell, FreeAgent, SumUp and the applicable ticketing platforms;

professional advisers, accountants, insurers and claims handlers;

security, medical or emergency personnel where necessary; and

licensing bodies, regulators, courts, law-enforcement agencies or other authorities where required or permitted by law.

We do not sell personal information. Where a service provider acts on our behalf, we require it to handle information only for the agreed purpose and with appropriate protections. A ticketing or payment provider may also act as a separate data controller for information it collects directly; its own privacy notice will then apply.

**9 Storage and international transfers**

Relevant client and event records are stored in an access-controlled Dropbox account and may also be held within our email, electronic-signature, accounting, payment or ticketing systems. Some providers may process information outside the UK. Where this happens, we use a lawful transfer mechanism, such as UK adequacy regulations or approved contractual safeguards, and take proportionate steps to assess and protect the information.

FUTURE TEMPLE

**10 Security**

We use proportionate technical and organisational measures to protect personal information. These include restricted access, secure accounts and devices, strong authentication where available, careful sharing permissions, and limiting information to what is needed. We review access when roles or requirements change.

If a personal-data breach occurs, we will contain and investigate it, record our assessment and notify the Information Commissioner's Office and affected individuals where the law requires this.

**11 Retention schedule**

We keep personal information only for as long as it is needed for the purpose collected, including legal, tax, licensing, insurance and claims requirements. The periods below are our normal maximum periods and may be shortened where the information is no longer needed. A record may be retained longer where there is an active complaint, investigation, insurance matter or legal claim.

| Record | Normal retention period |
|---|---|
| Enquiries and proposals that do not proceed | 12 months after the last meaningful contact. |
| Accepted proposals, contracts, booking records and significant correspondence | 6 years after the event or the end of the contract, whichever is later. |
| Invoices, payment and accounting records | 6 years after the end of the relevant company financial year, or longer if HMRC requires it. |
| Routine event contact lists, schedules and access information | Normally 90 days after the event, once outstanding matters are complete. |
| Identity documents | We do not normally copy them. Any exceptional copy is deleted promptly when no longer needed, normally within 30 days unless a legal, licensing or claims reason requires longer. |

| Record | Normal retention period |
|---|---|
| Incident, accident, security, refusal and safeguarding records | Normally 6 years after the event. For a person under 18, until their 21st birthday if later. Longer where a claim, insurer or authority requires it. |
| Complaints, disputes and claims | 6 years after resolution, or until any longer legal or insurance requirement has ended. |
| Marketing details and consent records | While the person remains opted in. Consent is reviewed at least every 2 years or sooner if circumstances change. A minimal suppression record may be retained while marketing continues so that an opt-out is respected. |
| Event photographs and video | Unselected material is normally reviewed and deleted within 12 months. Selected or published material may be kept for up to 6 years, or longer as part of a proportionate venue archive, subject to applicable rights and objections. |
| CCTV recordings | Normally retained for **60 days** before being automatically overwritten, unless footage is required for an incident, complaint, insurance matter, investigation, legal claim or lawful request from the police or another authority. Relevant footage may then be retained for as long as reasonably necessary for that purpose. |

At the end of a retention period, information is securely deleted or anonymised. Copies may remain temporarily in protected system backups until they are overwritten through the provider's normal backup cycle.

**12 Marketing choices**

Marketing is optional and is not a condition of hiring or working with Future Temple. Where we rely on consent, we record the wording shown, the communication channel

selected, and when and how consent was given. We do not use pre-ticked boxes. Every marketing message will identify Future Temple and provide a simple way to opt out.

Consent may be withdrawn at any time by using the unsubscribe or opt-out method in the message, or by contacting us. Withdrawal does not affect booking or service messages that are necessary to administer an existing enquiry, contract or event.

**13 Your rights**

Depending on the circumstances, you may have the right to:

ask for access to your personal information;

ask us to correct inaccurate or incomplete information;

ask us to delete information or restrict how it is used;

object to processing based on legitimate interests or to direct marketing;

receive information you provided in a portable format where the right applies; and

withdraw consent at any time where processing is based on consent.

To exercise a right, contact us using the details in section 1. We will normally respond within one month. We may need to verify identity and may lawfully retain some information despite a request, for example where it is needed for tax records or a legal claim. We do not use personal information covered by this policy for solely automated decisions with legal or similarly significant effects.

**14 Complaints**

Please contact us first: cathy@futuretemple.org if you have a concern so that we can try to resolve it. You also have the right to complain to the Information Commissioner's Office. Information about making a complaint is available at https://ico.org.uk/make-a-complaint/ or by calling 0303 123 1113.

**15 Changes to this policy**

We review this policy periodically and whenever our services, systems or legal obligations materially change. The version and effective date at the beginning of the policy show when it was last updated. If a change materially affects how we use information already collected, we will take reasonable steps to notify the people concerned before the change takes effect.

---

**Approval**

**Signed on behalf of Cataco Ltd**

Name: Cathy Coulthard

Position: Director

Date: 01/09/26

---

**Cataco Ltd trading as Future Temple**
Registered in England and Wales no. 14782056
Registered address: 17 Stretford Road, Bristol BS5 7AW