Privacy Notice

Updated 13 November 2026

Who we are and how to contact us

THAT event company LTD (TEC), company number 10351028, is responsible for personal information we use to run our event production, audiovisual and equipment hire business. This notice covers enquiries, customers, business contacts and people involved in events we support.

James Walton handles privacy enquiries, requests and complaints. Email create@that-event.com, call 01844 215 857 or write to THAT event company LTD, 2 Ochre Close, Wheatley, OX33 1FQ.

What we collect and where it comes from

We collect names, email addresses, telephone numbers and information about events, including dates, venues, event types and requirements. We also hold messages and attachments, quotes, booking and order details, invoices and payment records, contact roles, diary appointments and relevant event instructions. We receive this information from you, your organisation or others involved in arranging the event, such as its organiser, venue or suppliers.

When accepting an order, please complete the required details on the acceptance form. We use them to confirm the booking, deliver the service and invoice the right person or organisation. Without the necessary details, we may be unable to confirm or carry out the order.

Why we use your information

Enquiries and bookings. When you are the person entering into a contract with us, we use the information needed to take steps you request before agreeing the contract and to provide the contracted services. For people acting on behalf of another organisation, we rely on our legitimate interest in communicating with the people who arrange and manage the work.

Business administration. We use correspondence, booking records and diary information to coordinate work, support customers, keep accurate records and resolve issues. Where we rely on legitimate interests, our interest is in running these services efficiently and protecting our business and customers. This includes relevant administration and oversight of AI assistance.

Accounts and outstanding invoices. We use billing details to issue invoices and meet company accounting and tax obligations. We use relevant records to clarify or correct invoices and, where necessary, pursue outstanding sums. Our legitimate interests include collecting amounts due and resolving payment queries.

Filming and live streaming

When a client asks us to film, record or stream an event on their instructions, the client decides the purpose and arrangements and is responsible for informing delegates. We handle the material as instructed. Ask the event organiser about their arrangements and how they use event footage. TEC remains responsible for its own booking and billing records.

AI assistance and automated actions

We use OpenAI Codex to help with administration, including reviewing or summarising messages, preparing replies, working with customer records and supporting diary coordination. Information processed may include contact details, messages and attachments, event requirements and appointments relevant to the task.

Codex is used internally by TEC. Our connected email and diary workflows can be accessed and run automatically. Work involving other systems is supervised by TEC. We also use software rules to help coordinate work. A person checks and approves staff allocations and other significant decisions before they take effect.

Who receives your information

Business software. We use Current RMS for hire, customer and booking records; Google services including Gmail for email and diary work; Netlify to host TEC Hub and connected tools; and OpenAI for AI assistance. Some systems exchange relevant records through integrations so they can perform the tasks described above.

Invoicing and recovery. Our internal accounts team uses the contact and billing details needed to invoice you. An external invoice recovery company receives relevant names, addresses and invoice details where needed to follow up overdue invoices or resolve discrepancies.

We do not sell or lease personal information.

Processing outside the UK

Some service providers or their subcontractors may store or access information outside the UK. When a transfer is restricted under UK data protection law, it must be covered by an applicable adequacy decision, appropriate safeguards or another lawful route. Contact James Walton for information about the locations and arrangements relevant to your information, or to ask for a copy of applicable safeguards.

Seasonal emails

We sometimes send customers a Christmas update, which can include information about our charity work. It may be sent in an existing booking email thread. You can ask us to stop these updates by replying to the email or contacting James Walton. Messages needed to deal with your booking are separate from seasonal updates.

How long we keep information

TEC does not currently apply a fixed deletion timetable across all its records. The reasons for retaining records differ: booking and billing information may be needed to deliver an event, resolve a query or claim, or meet accounting and tax obligations. Contact James Walton if you want to know how long we expect to hold particular information or wish to ask for deletion.

Security

We use passwords to protect access to our systems. Gmail and Current RMS also use two-factor authentication.

Your rights and complaints

Depending on the circumstances, you may have the right to access your information, correct it, ask for erasure or restriction, receive a portable copy, or object to certain uses. You can object to direct marketing at any time. If we rely on consent, you can withdraw it at any time without affecting earlier lawful use.

Contact James Walton using the details on page 1. We may ask for information needed to confirm your identity or to understand your request.

If you are unhappy with how we handle your information, you can complain to James Walton. You also have the right to complain to the UK Information Commissioner's Office: make a complaint to the ICO.

Website links and notice changes

Other websites linked from our site have their own privacy notices. We post updates to this notice on our website. Where required, we will also bring significant changes or new uses of personal information to the attention of the people affected before the change takes effect.