

Privacy Policy for Luminate (www.luminate.live – J9 events Ltd)

Effective Date: 15/01/25

1. Who We Are

Luminate is operated by J9 events Ltd, a UK-based company specialising in interactive illuminated light trails and event experiences. Our website address is:

www.luminate.live.

2. What Data We Collect

We may collect and process the following types of personal data:

- Name, email address, phone number (when you contact us or purchase tickets), postcode and address details
- Payment details (processed securely by our payment providers; we do not store your card details)
- Event attendance information
- Marketing preferences
- IP address, browser type, device information, and usage data (collected via cookies and analytics tools)

3. How We Use Your Data

We use your personal data to:

- Process ticket purchases and manage event entry
- Respond to your enquiries and provide customer support
- Send you important event information and updates
- Send marketing communications (with your consent – you can unsubscribe via the link at anytime)
- Improve our website and event services (using analytics)

4. Sharing Your Data

We do not sell your personal data. We may share your information with:

- Payment processors (for ticket sales)
- Email and marketing service providers (to send you updates, if you've opted in)
- Event partners or venues (where necessary for entry or safety)
- Legal authorities, if required by law

5. Cookies & Analytics

Our website uses cookies and similar technologies to:

- Enable essential site functions
- Analyse website traffic and usage patterns
- Personalise your experience

You can manage your cookie preferences via your browser settings.

6. How We Protect Your Data

We take data security seriously and use appropriate technical and organisational measures to protect your information. Access is limited to staff and trusted service providers who need it for legitimate business purposes.

Our DPO is available via info@luminate.live – Daniel Maycock

7. Your Rights

You have the right to:

- Access the personal data we hold about you
- Request correction or deletion of your data
- Object to or restrict processing of your data
- Withdraw consent for marketing at any time
- Lodge a complaint with the UK Information Commissioner's Office (ICO)

To exercise your rights, contact us at: [\[info@luminate.live\]](mailto:info@luminate.live)

8. Data Retention

We retain your personal data only as long as necessary for the purposes outlined above, or as required by law.

9. Changes to This Policy

We may update this policy from time to time. The latest version will always be posted on our website.

10. Contact Us

If you have any questions about this policy or your data, please contact:

Our DPO- Daniel Maycock

J9 Events Ltd

Email: [\[info@luminate.live\]](mailto:info@luminate.live)