



DeeFest 2025



Terms & Conditions

Ticketing and Refunds

Tickets are to be purchased via the official ticket sales site only. Payment is made at point of sale. There is a limit on ticket sales. Once all tickets have been sold, you will be asked if you wish to be added to a waiting list.

Tickets are **only valid for the initial purchaser**. Transfer of tickets is not allowed. Ticket plus proof of Paddle Cymru/UK/Scotland/NI membership will be required when you check in at the Event Registration.

Refunds are entirely at the discretion of the Organisers. Should you find you are unable to attend the event, please contact the Organisers (hello@deefest.com) who will offer your ticket to the next person on the waiting list. If the Organisers are able to re-sell your ticket, you will receive a refund of your monies paid, less the processing fee (£2.00) and an admin fee (£20). If you request a refund after 13 April 2025, the Organisers reserve the right to provide no refund.

DeeFest GDPR and Data Protection Policy

DeeFest takes your privacy seriously. We will use your personal data to administer your event entry. Some of this data may also appear in social media, on websites or in publications. The details are as outlined below:

How your information will be used

We will use your personal data for administering your event entry. This includes, but is not limited to, sending you booking confirmation, and any other event-related information that is relevant. We may pass on such information to Paddle Cymru, the relevant discipline committee, or event organiser.

This could be for the purpose of insurance, licences or for publishing results or rankings. Results and rankings data includes, among other details, name, points, age and skill categories, and bib number.

If you have any questions about the continuing privacy of your personal data, please contact the DeeFest Organising Committee via hello@deefest.com

Photographs

During the event, we will be taking photographs and videos. These will be used on our Facebook and Instagram sites, Paddle Cymru website/social media, and sponsors' communications. They will also be used to promote future events.

If you are not happy for images of you to be published in this way, please contact us on hello@deefest.com

If you are signing on behalf of a child, please contact us on hello@deefest.com if you are not happy for us to publish images containing that child.

Safeguarding Statement

DeeFest believes that the welfare and wellbeing of all children is paramount. All children, regardless of age, disability, gender, race, religion or belief, have equal rights to safety and protection. All suspicions, concerns and allegations of harm will be taken seriously and responded to swiftly and appropriately.

Tanya Neilson has been appointed as the Event Welfare Officer and she will act as the point of contact for any concerns or allegations. She can be contacted via the Event Control throughout the weekend.

The Selection Event has adopted the Paddle UK Safeguarding Children Policy ([SPC-P1](#)) and Safeguarding Adults Policy ([SPC-P6](#)).

DeeFest Data Privacy Policy

1. About this Policy

- 1.1 This policy explains when and why we collect personal information about our members, how we use it and how we keep it secure and your rights in relation to it.

- 1.2 We may collect, use and store your personal data, as described in this Data Privacy Policy and as described when we collect data from you.
- 1.3 We reserve the right to amend this Data Privacy Policy from time to time without prior notice. You are advised to check our Facebook page regularly for any amendments (such amendments will not apply retrospectively).
- 1.4 We will always comply with applicable UK Data Protection legislation including GDPR when dealing with your personal data. Further details on the GDPR can be found at the website for the Information Commissioner (www.ico.gov.uk). For the purposes of the GDPR, we will be the “controller” of all personal data we hold about you.

2. Who are we?

2.1 We are DeeFest. We can be contacted at hello@deefest.com

3. What information we collect and why (*These are examples and can be changed and amended as required*).

Type of Information	Purposes	Legal Basis of Processing
Information as gathered on the event entry form	Managing the event entry for the competitor	Performance of the event’s contract with the member. Our legitimate interests in operating the event.
Emergency Contact Details	Contacting next of kin in event of emergency	Our legitimate interests in meeting our duty of care to competitors

4. How we protect your personal data

- 4.1 We will not transfer your personal data outside the European Economic Area without your consent.
- 4.2 We have implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction.
- 4.3 Please note, however, that where you are transmitting information to us over the internet, then given the internet is not a secure medium, we cannot definitely guarantee the security of this information.
- 4.4 For any payments which we take from you online we will use a recognised online secure payment system.

4.5 We will notify you promptly in the event of any breach of your personal data which might expose you to serious risk.

5. **Who else has access to the information you provide us?**

5.1 We will never sell your personal data. We will not share your personal data with any third parties without your prior consent (which you are free to withhold) except where required to do so by law or as set out in the table in paragraph 3 above or paragraph 5.2 below.

5.2 We may pass your personal data to third parties who are service providers, agents and subcontractors to us for the purposes of completing tasks and providing services to you on our behalf (e.g. to print newsletters and send you mailings). However, we disclose only the personal data that is necessary for the third party to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own purposes.

6. **How long do we keep your information?**

6.1 We will hold your personal data on our systems until the event and for as long afterwards as is necessary to comply with our legal obligations. We will review your personal data every year to establish whether we are still entitled to process it. If we decide that we are not entitled to do so, we will stop processing your personal data with the exception of retaining your personal data in an archived form in order to be able to comply with future legal obligations, including but not limited to compliance with tax requirements and exemptions, and the establishment exercise or defence of legal claims.

6.2 We securely destroy all financial information once we have used it and no longer need it.

7. **Your rights**

7.1 You have rights under UK and EU data protection law, including:

- (a) to access your personal data
- (b) to be provided with information about how your personal data is processed
- (c) to have your personal data corrected
- (d) to have your personal data erased in certain circumstances
- (e) to object to or restrict how your personal data is processed

(f) to have your personal data transferred to yourself or to another business in certain circumstances.

7.2 If you wish for us to erase your data as outlined in paragraph (3) above then please contact us at hello@deefest.com

7.3 If you have any concerns about how we process your personal data please contact us at hello@deefest.com

7.4 You also have the right to take any complaint about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>

0303 123 1113.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF