

Privacy Policy

About This Privacy Policy

Fandom Fest is committed to respecting and protecting your privacy. This privacy policy applies to our website, event, and other services. This privacy policy may be supplemented by additional privacy statements, terms or notices provided to you.

Information We Collect

We collect information about you in two ways: (1) from your input through our forms and other mechanisms, and (2) through automated technologies.

Data You Provide To Us

The types of personal information that we collect directly from you depends on how you interact with us and the Service and may include:

Contact details, such as your name, email address, postal address, and social media handle;
Comments, feedback and other information you provide to us, including information that you send to customer support and messages, appointment inquiries and other information that you wish us to share with our exhibitors, partners and others.

How We Use Your Information

Depending on how you interact with us, we use your personal information to:

Provide, activate and manage your access to and use of our service;
Process and fulfill a request, order, download or other transaction;
Provide technical, product and other support and to help keep our service working, safe and secure;
Respond to your requests, inquiries, comments and concerns;
Notify you about changes, updates and other announcements related to our service;
Provide you with promotional messages and other information about products and events, and third parties, such as exhibitors, sponsors and media partners;
Invite you to participate in user testing and surveys as well as sweepstakes, competitions and similar promotions.

Sharing of Your Information

Depending on the Service provided, we share personal information with:

Our service providers, suppliers, agents and representatives, including but not limited to, payment processors, venue providers, onsite event contractors, customer support, email service providers, IT service providers, and shipping agents, to process the information as necessary to provide our service, complete a transaction or fulfill your request or otherwise on our behalf based on our instructions and in compliance with this privacy policy and any other appropriate confidentiality and security measures.

Your Choices

Our service may let you post and share personal information, comments, materials, and other content. Any such contributions you disclose publicly may be collected and used by others, may be indexed by search engines, and might not be able to be removed. Please be careful when disclosing personal information in these public areas.

Legal Reasons

We will disclose your personal information if we have a good faith belief that such disclosure is necessary to:

Meet any applicable law, regulation, legal process or other legal obligation; detect, investigate and help prevent security, fraud or technical issues; and/or protect the rights, property or safety of, our users, employees or others.

Your Communications Preferences

You can customize and manage your communications preferences and other settings when you register with our service, by updating your account features and preferences, by using the 'opt-out' or unsubscribe mechanism or other means provided within the communications that you receive, or by contacting us. We reserve the right to notify you of changes or updates to our service whenever necessary.

Accessing and Updating Your Information

Your Rights

You may have the right under European and certain other privacy and data protection laws, as applicable, to request free of charge:

Access to and correction or deletion of your personal information. If you wish to exercise any of these rights, please contact us through the contact email provided below. We will respond to your request consistent with applicable laws. To protect your privacy and security, we may require you to verify your identity.

Data Retention

We retain your personal information for as long as necessary to provide our service and fulfill the transactions you have requested, or for other essential purposes such as complying with our legal obligations, maintaining business records, maintaining security, detecting and preventing fraud and abuse, and enforcing our agreements.

Children's Privacy

We do not knowingly collect information from children under the age of 13 or target our service to children under 13.

Data Security

We take precautions to safeguard your personal information against loss, theft and misuse and unauthorized access, disclosure, alteration and destruction through the use of appropriate technical and organizational measures.

Locations of Processing

We take steps, including through contracts, intended to ensure that the information continues to be protected wherever it is located in a manner consistent with the standards of protection required under applicable law.

Where personal information is transferred from the European Economic Area ("EEA") or Switzerland to a country that has not received an adequacy decision by the European Commission, we rely on appropriate safeguards, such as the European Commission-approved Standard Contractual Clauses and EU-U.S. and Swiss-U.S. Privacy Shield Frameworks, to transfer the data.

Grounds for Processing

When we collect from you any personal information within the scope of American and European data protection laws, we do so:

Where necessary to provide our service; where necessary for our compliance with applicable law or other legal obligation; where applicable, with your consent; and/or as necessary to operate our business, protect the security of our systems, customers and users, detect or prevent fraud, enable our customers to comply with legal obligations, or fulfill our other legitimate interests as described in the "Information We Collect", "How We Use Your Information" and "Sharing of Your Information" clauses above, except where our interests are overridden by your privacy rights.

Where we rely on your consent to process personal information, you have the right to withdraw your consent at any time, and where we rely on legitimate interests, you may have the right to object to our processing.

Changes

We will update this privacy policy from time to time. Any changes will be posted on this page with an updated revision date. If we make any material changes, we will provide notice through our service or by other means.

Contact

If you have any questions, comments, complaints or requests concerning this Privacy Policy or our processing of your information, please contact us through our email at ***swmifandomfest@gmail.com***. You also may lodge a complaint with the data protection authority in the applicable jurisdiction.

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