

Victory Services Club (Events) - Privacy Notice

1. Who We Are

VSC Events is the commercial events service of the Victory Services Club, a registered charity and venue located at:

Victory Services Club
63–79 Seymour Street
London
W2 2HF
United Kingdom

This notice explains how we collect, use, disclose, retain and protect personal information about members, guests, visitors, event organisers/speakers, suppliers, job applicants, and website users. It also tells you about your data protection rights and how to contact us or escalate concerns.

Contact email: events@vsc.co.uk

Data Protection Lead: john.wilson@vsc.co.uk

2. Personal Data We Collect

We may collect the following categories of personal data when you interact with our events services:

2.1 When you make an enquiry or booking

- Full name
- Contact details (email address, phone number, company/organisation)
- Job title or role
- Event details (type, date, requirements, budget)
- Payment and invoicing information
- Correspondence and enquiry history

2.2 When you attend an event

- Guest lists provided by the event organiser
- Photos or video from events (where applicable)
- Dietary requirements (may reveal religious or health information)
- Accessibility requirements

2.3 Website use and online interaction

- IP address and browser information

- Cookie and tracking data
- Marketing preference information
- Online form submissions

2.4 Supplier, partner, or contractor data

- Contact details
- Contractual documents
- Bank details (for payments)

3. How We Collect Your Personal Data

We collect data in the following ways:

- Directly from you (enquiries, phone calls, emails, booking forms, contracts).
- From event organisers providing guest information.
- Through our website and online forms.
- Through cookies and analytics technology.
- From suppliers when building working relationships.
- From third-party platforms we use to manage event services.

4. Why We Use Your Data & Our Lawful Bases

Under the UK GDPR, we must have a lawful basis for processing your data. These are the purposes and bases that apply to VSC Events:

Purpose of Processing	Examples of Data	Legal Basis
Responding to enquiries	Contact details, event details	Legitimate interests (to operate our business)
Managing event bookings & contracts	Identity, financial data, event specifications	Contract performance
Catering & event delivery (dietary/access needs)	Special category data	Explicit consent
Sending marketing communications	Contact details, preferences	Consent OR legitimate interests
Website operations & analytics	Cookies, usage data	Consent (for non-essential cookies)
Venue security & CCTV	CCTV imagery	Legitimate interests (safety & security)
Compliance with law	Tax, finance, regulations	Legal obligation

5. Special Category Data

We only process special category data (e.g., dietary requirements, accessibility needs) when:

- It is necessary to deliver your event safely; and
- You provide explicit consent; or
- It is provided by the event organiser who has collected consent on your behalf.

We do not use this data for any other purpose.

6. How We Share Your Personal Data

We may share your data with:

- Catering partners and suppliers involved in your event
- IT and cloud service providers (e.g., booking systems, CRMs)
- Payment processors and financial service providers
- Professional advisers (legal, financial)
- Venue security and accredited contractors

All third parties must comply with strict confidentiality and data protection requirements.

We do not sell your personal information to any third party.

7. International Transfers

Some of our service providers may store or process personal data outside the UK. Where this happens, we ensure appropriate safeguards are in place, such as:

- UK-approved International Data Transfer Agreements (IDTAs)
- ICO-approved Standard Contractual Clauses
- Additional technical and organisational protections

8. How Long We Keep Your Data

We retain personal data only as long as necessary for the purposes described.

Typical retention periods:

- Enquiry data: 18 months
- Event contracts and financial records: 6–7 years (legal requirement)
- Guest lists: 30 days after event, unless required longer for regulatory or security reasons
- Marketing data: until you withdraw consent or opt out
- CCTV footage: typically 30 days, unless required for investigation

9. Your Data Protection Rights

Under UK GDPR you have the right to:

- Request access to your personal data
- Request correction of inaccurate data
- Request deletion of your data (in certain circumstances)
- Request restriction of processing
- Object to processing based on legitimate interests
- Withdraw consent at any time
- Receive your data in a portable format
- Complain to the ICO (Information Commissioner's Office)

To exercise your rights, contact: john.wilson@vsc.co.uk

ICO website: ico.org.uk

10. Cookies and Tracking

Our website uses cookies to:

- Improve user experience
- Understand website traffic
- Provide optional analytics and marketing services

Non-essential cookies are only placed with your consent via our cookie banner.

You can change your preferences at any time via your browser or our cookie controls.

11. Security Measures

We take appropriate technical and organisational measures to protect your personal information, including:

- Secure servers and encrypted systems
- Access controls based on user need
- Staff training in data protection
- Policies for secure data sharing and retention
- Encryption when transferring data externally

12. Photography & Event Recording

We may capture photography or video during events for operational or promotional purposes. Where filming is taking place:

- Signage will be displayed

- Individuals may request not to be photographed
- For promotional use, we rely on legitimate interests or consent, depending on context

If you are a guest attending an event booked by a third-party organiser, they are responsible for informing you about photography.

13. Links to Third-Party Websites

Our website may contain links to external websites.

We are not responsible for the privacy practices of third parties, and we encourage you to read their privacy notices.

14. Changes to This Privacy Notice

We may update this document from time to time.

Any changes will be posted on this page with the updated effective date.

Version: 30/06/2026

15. How to Contact Us

For any questions or data protection requests:

Data Protection Lead

Email: john.wilson@vsc.co.uk

General Events Enquiries

Email: events@vsc.co.uk

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