

CORNWALL FILM FESTIVAL

PRIVACY POLICY

Last updated: 21 October 2026

1. WHO WE ARE

Cornwall Film Festival is delivered by Mor Media Charity, a UK registered charity originally established as Cornwall Film Festival and subsequently operating under the name Mor Media Charity.

Mor Media Charity is dedicated to widening access to film, media, digital arts and the creative industries. Our activities include Cornwall Film Festival, film screenings, competitions, industry events, workshops, educational activities and community programmes.

We are committed to protecting your personal information and handling it lawfully, securely and transparently.

This Privacy Policy explains how we collect, use, share, retain and protect your information when you visit our websites, purchase tickets, subscribe to newsletters, enter competitions or participate in our activities.

Mor Media Charity is the data controller for personal information that it determines how and why to process in connection with Cornwall Film Festival.

We comply with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations (PECR).

Organisation: Mor Media Charity (originally Cornwall Film Festival)

Registered charity number: 1126161

Company number: 05186603

Office address: Studio 12, Jubilee Wharf, Penryn, Cornwall TR10 8FG

Cornwall Film Festival website: <https://www.cornwallfilmfestival.co.uk>

Mor Media Charity website: <https://www.mormediacharity.org>

Email: info@cornwallfilmfestival.com

2. INFORMATION WE COLLECT

Depending on how you interact with us, we may collect:

- Contact details, including your name, email address, telephone number and postal address where required.
- Ticket purchases, festival passes, booking details and attendance records.

- Newsletter subscriptions, communication preferences and email engagement information.
- Information submitted through website contact forms and event registrations.
- Film competition submissions, filmmaker details, credits and biographies.
- Professional information supplied for industry events, accreditation and networking.
- Accessibility requirements voluntarily provided to support your participation.
- Website information, including IP addresses, device details, browser information and cookie preferences.
- Correspondence, enquiries, feedback and survey responses.
- Photographs and recordings captured at festival events, subject to appropriate safeguards.

We collect only information that is relevant and necessary for our activities.

3. HOW WE USE YOUR INFORMATION

We use personal information to:

- Process ticket purchases, passes and event registrations.
- Send booking confirmations and essential programme updates.
- Manage screenings, competitions, workshops and industry events.
- Communicate with filmmakers, audiences, guests and participants.
- Respond to enquiries and provide customer support.
- Send newsletters and promotional communications where legally permitted.
- Understand audience participation and improve our programmes.
- Evaluate our charitable activities and prepare appropriate funding reports.
- Maintain financial records and comply with legal obligations.
- Protect our websites, systems and customers against misuse.

We do not sell or rent personal information or mailing lists.

4. OUR LEGAL BASIS FOR PROCESSING INFORMATION

We process personal information under one or more lawful bases provided by UK GDPR:

Contract: Where processing is necessary to fulfil bookings, registrations or other agreed services.

Consent: Where you have agreed to optional marketing, non-essential cookies or other activities requiring consent.

Legitimate interests: Where necessary to administer and improve our activities, respond to enquiries and support our charitable purposes, provided individuals' rights are appropriately protected.

Legal obligations: Where processing is required for financial, accounting, safeguarding or other legal purposes.

Where we process special category information, including certain accessibility or health information, we also identify an appropriate additional legal condition.

5. OUR WEBSITES AND WIX

Cornwall Film Festival uses Wix to host and manage its website, website forms, contact information and email newsletters.

Wix may process information including names, email addresses, form submissions, communication preferences, website activity and technical information.

We use Wix to operate our website, manage enquiries, maintain newsletter subscriptions and deliver communications about Cornwall Film Festival and relevant Mor Media Charity activities.

Our website uses cookie management features that allow visitors to make choices about cookies and their preferences.

Wix may process information internationally, subject to applicable data protection safeguards.

Wix Privacy Policy:

<https://www.wix.com/about/privacy>

6. TICKETING AND EVENTIVE

Cornwall Film Festival uses Eventive to manage online ticket purchases, festival passes and event registrations.

Eventive may process your name, contact details, booking information, transaction references and attendance records.

Payment card information is handled through Eventive's payment processing arrangements. Cornwall Film Festival does not require your full payment card number to administer bookings.

We use relevant booking information to provide tickets, manage attendance, communicate screening changes and respond to customer enquiries.

Eventive maintains its own privacy and security arrangements.

Eventive Privacy Policy:

<https://eventive.org/privacy>

Purchasing a ticket does not automatically subscribe you to unrelated marketing communications.

7. NEWSLETTERS AND MARKETING

We use Wix to manage our email newsletters and marketing communications.

Our communications may include festival programmes, screenings, special guests, competitions, industry events, workshops and relevant Mor Media Charity activities.

Individuals can opt in and opt out of marketing communications.

We respect your marketing preferences and send electronic marketing only where permitted under UK data protection and electronic marketing legislation.

You can unsubscribe at any time using the link provided in our emails.

We maintain appropriate records of marketing preferences, including unsubscribe requests, to ensure those choices are respected.

Unsubscribing from marketing does not prevent us from sending essential information relating to bookings or events you have registered for.

8. GOOGLE ADS AND WEBSITE ANALYTICS

Cornwall Film Festival uses Google Ads to promote screenings, festival activities and events.

Where enabled, Google Analytics and Google Ads measurement technologies may help us understand website traffic, advertising performance and visitor interactions.

Information processed may include website visits, referral sources, browser information, device details, approximate location and cookie identifiers.

We use this information to evaluate and improve our advertising and website experience.

Our website provides cookie preference options, and we aim to manage analytics and advertising technologies in accordance with applicable privacy and consent requirements.

Google Privacy Policy:

<https://policies.google.com/privacy>

Google advertising preferences:

<https://myadcenter.google.com>

9. COOKIES

Our websites may use cookies and similar technologies to support functionality, understand audience engagement and measure advertising effectiveness.

These may include essential, functional, analytics and advertising cookies.

Essential cookies support website operation and security. Other cookies may help us understand how visitors use our website and how our communications perform.

Our Wix website provides cookie management features that allow visitors to make choices about their preferences.

Visitors may also manage cookies through their browser settings.

Third-party services, including Eventive, may use their own cookies and privacy controls.

Where consent is legally required, we seek to obtain it before using non-essential cookies and similar technologies.

10. FILM COMPETITIONS AND SUBMISSIONS

When filmmakers submit work to Cornwall Film Festival, we may collect names, contact details, film credits, biographies, submission materials and related information.

We use this information to administer competitions, manage selection processes, communicate with filmmakers, arrange screenings and publish appropriate programme information.

Relevant information may be shared with authorised programmers, juries and festival administrators.

Where external submission platforms are used, their privacy policies may also apply.

11. INDUSTRY EVENTS AND NETWORKING

We collect relevant information from participants attending industry events, workshops and professional networking activities.

This may include names, professional roles, organisations, contact details and areas of professional interest.

We use this information to administer events, support participation and facilitate relevant professional connections.

We do not automatically share attendee contact details with sponsors, partners or other participants.

Any attendee directory or networking contact-sharing arrangement will be managed with appropriate transparency and a lawful basis.

12. CHILDREN AND YOUNG PEOPLE

Cornwall Film Festival and Mor Media Charity deliver activities involving children and young people.

We apply additional safeguards to their personal information and collect only what is necessary for the relevant activity.

Where required, we obtain appropriate parental or guardian consent.

We take particular care with safeguarding information, accessibility requirements, photography and filming.

We do not use children's personal information for behavioural advertising.

13. ACCESSIBILITY AND SENSITIVE INFORMATION

We aim to make our events accessible and inclusive.

You may voluntarily provide information about accessibility requirements, including wheelchair access, hearing or visual support, dietary needs or other adjustments.

Where this information constitutes special category personal data, we process it only where an appropriate legal condition applies.

Access is limited to those who need the information to arrange relevant support.

We do not use accessibility or health information for unrelated marketing.

14. PHOTOGRAPHY AND FILMING

Photography and filming may take place at Cornwall Film Festival events for documentation, publicity, charitable reporting and promotional purposes.

We aim to inform attendees when photography or filming is taking place and apply an appropriate lawful basis.

Additional safeguards apply when photographing or filming children and vulnerable participants.

Where individual consent is required, we will obtain it.

Attendees with concerns can speak to a member of the festival team.

15. AUDIENCE FEEDBACK AND EVALUATION

We may collect feedback, survey responses and participation information to improve our activities and evaluate our charitable impact.

Where possible, external reporting uses aggregated or anonymised information.

We do not routinely share identifiable audience information with funders unless there is an appropriate lawful basis.

16. SHARING INFORMATION WITH THIRD PARTIES

We may share relevant personal information with trusted organisations where necessary to deliver our activities.

These include Wix, Eventive, payment processors, Google where relevant services are enabled, technical providers, venues, delivery partners, authorised competition administrators and professional advisers.

Information may also be disclosed where legally required.

We assess the relevant data protection responsibilities of third-party providers and seek appropriate contractual and security safeguards.

We do not sell personal information to third parties.

17. INTERNATIONAL DATA TRANSFERS

Some of our service providers, including Wix, Eventive and Google, operate internationally.

Personal information may therefore be transferred to or processed outside the United Kingdom.

Where required, we seek to ensure that appropriate safeguards are in place, such as UK adequacy arrangements or recognised contractual protections.

Further information is available in the privacy policies of the relevant providers.

18. DATA SECURITY

We take appropriate technical and organisational measures to protect personal information from unauthorised access, loss, misuse or disclosure.

These include using established technology providers, restricting access to authorised personnel, maintaining appropriate account security and limiting the information we collect and retain.

We review relevant information-handling practices and respond to suspected data security incidents in accordance with applicable legal requirements.

No online system can guarantee absolute security, but we aim to maintain safeguards proportionate to the information we process.

19. DATA RETENTION

We generally retain personal information for up to six years where this is necessary and justified for operational, administrative, financial or legal purposes.

Our retention arrangements include:

- **Financial and ticket transaction records:** Normally six years after the relevant financial year, or longer where legally required.
- **General audience and event participation records:** Up to six years after the last relevant interaction, where continued retention is justified.
- **Newsletter subscriptions:** While an individual remains subscribed, subject to periodic review. We retain necessary opt-out records to respect marketing preferences.
- **Film competition and filmmaker records:** Up to six years, except where longer retention of appropriate festival archives, awards records or publicly credited programme information is justified.
- **General enquiries and correspondence:** Up to six years where justified.
- **Applications and registrations:** Up to six years where necessary for administration, accountability or legal purposes.
- **Accessibility and sensitive personal information:** Only for as long as necessary for the relevant activity or an applicable legal obligation.
- **Marketing opt-out records:** For as long as reasonably necessary to ensure unsubscribe preferences are respected.

Six years is an upper limit for many administrative records, not a requirement to retain every item of personal information for that period.

Information may be deleted sooner where it is no longer needed. Some records may need to be retained longer to meet specific legal, safeguarding or regulatory obligations.

When information is no longer required, we securely delete or anonymise it as appropriate.

20. YOUR DATA PROTECTION RIGHTS

Under UK data protection legislation, you may have the right to:

- Request access to your personal information.
- Request correction of inaccurate information.
- Request deletion of personal information.
- Restrict or object to certain processing activities.
- Withdraw consent where consent is the lawful basis.
- Request data portability where applicable.
- Challenge certain solely automated decisions where relevant.
- Complain to the Information Commissioner's Office.

These rights are subject to applicable legal conditions and exceptions.

We normally respond to valid requests within one month, subject to lawful extensions.

21. SOCIAL MEDIA AND EXTERNAL WEBSITES

Our websites may link to social media platforms, partner organisations, film distributors, venues and other external services.

These organisations may independently collect and process personal information under their own privacy policies.

We encourage visitors to review the relevant policies before providing information.

22. AUTOMATED DECISION-MAKING

We do not currently intend to make solely automated decisions about individuals that produce legal or similarly significant effects.

If our practices change, we will provide the information and safeguards required by law.

23. CHANGES TO THIS POLICY

We may update this Privacy Policy to reflect changes in legislation, our activities, technology or service providers.

The latest version will be published on our website with the date of the most recent update.

Where significant changes affect individuals, we will take appropriate steps to inform them.

24. CONTACT US

For questions about this policy, our use of personal information or your data protection rights, please contact:

Mor Media Charity / Cornwall Film Festival

Studio 12, Jubilee Wharf

Penryn, Cornwall TR10 8FG

Registered Charity No. 1126161

Company No. 05186603

Email: info@cornwallfilmfestival.com

Cornwall Film Festival: <https://www.cornwallfilmfestival.co.uk>

Mor Media Charity: <https://www.mormediacharity.org>

If you are unhappy with how we handle your information, you may complain to the Information Commissioner's Office (ICO).

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

Telephone: 0303 123 1113

We encourage you to contact us first so that we can investigate and address your concerns.