

DeclutterCon 2026

Privacy Policy

Heather Tingle trading as Untangled by Tingle

I take your privacy seriously. Due to the personal nature of my work, I understand that you may have concerns about what information I collect, how it is stored, and what it is used for. This policy sets out clearly how your data is handled in relation to DeclutterCon 2026.

If you have any questions or concerns, please contact me at help@untangledbytingle.com or 07788106292.

1. What Information I Collect

When you book a ticket for DeclutterCon, I will collect the following information:

- Your name and email address
- Dietary requirements and any accessibility or support needs you share with me
- Any additional information you provide via the pre-event registration form in MemberVault

My website (untangledbytingle.com) uses cookies. Information collected includes pages viewed, time spent on the site, approximate geographical location, and the type of device used. You can install a cookie blocker or adjust your browser settings if you do not wish for this information to be collected.

2. How I Collect It

Your information is collected via the MemberVault booking platform, the pre-event registration form, email correspondence, and the event WhatsApp group. My website uses cookies to collect data automatically.

3. Why I Collect It

I collect your information in order to:

- Confirm and manage your booking
- Ensure your dietary, accessibility, and support needs are met on the day
- Communicate with you before, during, and after the event via email and WhatsApp
- Meet my legal obligations, including accounting and HMRC requirements
- Contact emergency services or next of kin in the event of a serious incident on the day

4. Third-Party Platforms

I use the following third-party platforms to manage bookings and communications for DeclutterCon. Each has its own privacy policy governing how they handle your data.

MemberVault

Your booking is processed and managed through MemberVault. When you purchase a ticket, your name and email address are stored on the MemberVault platform. MemberVault is GDPR compliant. You can read their full privacy policy at membervault.co/privacy.

MailerLite

I use MailerLite as my email marketing platform. If you are subscribed to my mailing list, your name and email address are stored with MailerLite and used to send you newsletters and updates from Untangled by Tingle. MailerLite is GDPR compliant. You can read their full privacy policy at mailerlite.com/legal/privacy-policy. You can unsubscribe from my mailing list at any time using the unsubscribe link at the bottom of any email.

I do not sell, rent, or share your personal information with any other third parties beyond those listed above and those outlined in section 5 below.

5. Who Else Has Access to Your Data

Your personal data may be shared with the following parties only:

- My accountant (Hill & Co Accountants, www.hillandcoaccountants.com), who receives your name, date of booking, and amount paid only
- HMRC, if legally required
- Government bodies, law enforcement agencies, or courts where I am legally obliged to disclose information

6. Filming and Photography

Filming and photography will take place throughout DeclutterCon for promotional and commercial purposes, including resale. By attending the event you consent to appearing in general event footage or images.

If your safety or privacy is a concern, please speak to an Untangler Helper in a red t-shirt on the day and we will do our best to accommodate your request. We cannot guarantee that you will not appear in any footage or images captured during the event.

7. WhatsApp Group

Upon booking, you will be added to a pre-event WhatsApp group for your ticket type. Your name and phone number will be visible to other members of the group. By joining the group

you acknowledge this. You are welcome to leave the group at any time, though this may mean you miss pre-event information.

You must not save the contact details of other delegates from the WhatsApp group without their explicit invitation to do so.

8. How I Store Your Data

Your personal data is stored securely in password-protected systems. Paper-based information is kept secure and accessible only to me. Your data is not shared with or accessible to any unauthorised parties.

9. Communications

I will contact you by email and via the WhatsApp group with information relevant to your booking and the event. After the event, I will only contact you for marketing purposes if you have subscribed to my mailing list or otherwise given your consent.

10. How Long I Keep Your Data

Booking and financial records will be kept for 7 years in line with HMRC requirements, after which they will be securely deleted or destroyed. Any other personal information collected solely for the purposes of the event will be deleted within 6 months of the event date, unless you have given consent for it to be used for ongoing marketing purposes.

11. Your Rights

Under UK GDPR you have the right to:

- Request a copy of the information I hold about you
- Request that I correct any inaccurate information
- Request that I delete your data
- Data portability
- Withdraw consent for marketing communications at any time
- Lodge a complaint with the Information Commissioner's Office (ICO) at ico.org.uk

To exercise any of these rights, please contact me at help@untangledbytingle.com.

12. Contact

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07788106292

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