



# **Website Privacy Policy & Corporate Responsibility**

**Please consider the environment before printing this document.**

No part of this document may be copied or reproduced, stored in a retrieval system, or be transmitted in any form, or by means of electronic, mechanical, photocopying, recording or otherwise without the prior permission of TAO Group. Compliance with this policy forms part of the conditions of work contracts with contractors and freelancers engaged to supply goods and services via TAO Group and its constituent associate companies.

## **Website Privacy Policy for [www.taoproductions.co.uk](http://www.taoproductions.co.uk)**

At TAO Group we are committed to safeguarding and preserving the privacy of our website visitors.

This Privacy Policy explains what happens to any personal data that you provide to us, or that we collect from you whilst you visit our site.

This policy will be reviewed on an annual basis or as required by legislation changes.

### **Information We Collect**

In running and maintaining our website we may collect and process the following data about you:

- i. Information about your use of our site including details of your visits such as pages viewed and the resources that you access. Such information includes traffic data, location data and other communication data.
- ii. Information provided voluntarily by you. For example, when you register for information or download.
- iii. Information that you provide when you communicate with us by any means.

### **Use of Cookies**

Cookies provide information regarding the computer used by a visitor. We may use cookies where appropriate to gather information about your computer in order to assist us in improving our website.

We may gather information about your general internet use by using the cookie. Where used, these cookies are downloaded to your computer and stored on the computer's hard drive. Such information will not identify you personally. It is statistical data. This statistical data does not identify any personal details whatsoever

You can adjust the settings on your computer to decline any cookies if you wish by activating the reject cookies setting on your computer.

### **Use of Your Information**

We use the information that we collect from you to provide our services to you. In addition to this we may use the information for one or more of the following purposes:

- i. To provide information to you that you request from us relating to our products or services.

- ii. To provide information to you relating to other products that may be of interest to you. Such additional information will only be provided where you have consented to receive such information.
- iii. To inform you of any changes to our website, services or goods and products.

If you have previously purchased goods or services from us we may provide to you details of similar goods or services, or other goods and services, that you may be interested in.

### **Storing Your Personal Data**

In operating our website it may become necessary to transfer data that we collect from you to locations outside of the European Union for processing and storing. By providing your personal data to us, you agree to this transfer, storing or processing. We do our utmost to ensure that all reasonable steps are taken to make sure that your data is treated stored securely.

Unfortunately the sending of information via the internet is not totally secure and on occasion such information can be intercepted. We cannot guarantee the security of data that you choose to send us electronically; sending such information is entirely at your own risk.

### **Disclosing Your Information**

We will not disclose your personal information to any other party other than in accordance with this Privacy Policy and in the circumstances detailed below:

- i. In the event that we sell any or all of our business to the buyer.
- ii. Where we are legally required by law to disclose your personal information.
- iii. To further fraud protection and reduce the risk of fraud.

### **Third Party Links**

On occasion we include links to third parties on this website. Where we provide a link it does not mean that we endorse or approve that site's policy towards visitor privacy. You should review their privacy policy before sending them any personal data.

### **Access to Information**

In accordance with the Data Protection Act 1998 you have the right to access any information that we hold relating to you. Please note that we reserve the right to charge a fee of £30 to cover costs incurred by us in providing you with the information.

### **Contacting Us**

Please do not hesitate to contact us regarding any matter relating to this Privacy Policy at [enquiries@taoproductions.co.uk](mailto:enquiries@taoproductions.co.uk).

## Quality Policy Statement

The management of TAO Group aims to provide a consistent, competent and professional service which is focused on satisfying the requirements and expectations of our clients and end users. The qualities which characterise this service are also reflected in our day to day relationships with professional colleagues, freelance personnel and other members of the event team.

The service is supported by the following additional policy aims:

### **Management Policy:**

To embrace the quality management principles and requirements outlined in ISO 9001:2008 as a framework for improving performance and consistently achieving client satisfaction

### **Staff Policy:**

To strive to create and maintain a humane work environment where staff are encouraged and given opportunities to continuously improve their skills.

### **Environmental Policy:**

To embrace the principles of sustainable development of our events and their production.

### **Health and Safety Policy:**

To provide a safe working environment and to incorporate the best health and safety practices in the discharge of our duties.

By means of the development and implementation of the Quality Management System, the management of TAO Group demonstrates clear and controlled systematic working methods. This system is subject to regular review to ensure its continuing effectiveness and relevance to the organisations requirements and to provide for continuing improvement.

## QUALITY ASSURANCE PROCESSES

Quality control is central to all TAO activities. It is the essence of realising our contracts and leaving both a satisfied client and venue user.

Our management's work in the Worldwide Events Industry has demanded significantly higher standards of quality management consistent with meeting the relevant parts of relevant legislations around the world for public events and massed gatherings. In order to achieve this the TAO management team have implemented an ISO 9001:2008 compliant Quality Management System since 2002 throughout the individuals with specific additional requirements to meet the Events Industry Standards on UK and overseas projects. Currently the management of TAO Group are moving towards the process of being independently assessed and audited with a view to receiving formal ISO 9001:2008 accreditation.

Implementation of the Quality Management System has had a number of beneficial effects and has contributed to a continual improvement in the service that TAO provide to its audiences. The TAO Group's quality assurance processes ensure that clients, promoters, stakeholder and public venue user requirements are rigorously developed, recorded and monitored. Formal project reviews are carried out by a senior member of staff from TAO Group during key project stages to verify project requirements and all technical and design submissions are signed off by a senior manager. All project changes are rigorously controlled by a change control process. The quality management system also has processes which require feed back both during the project development phases as well as post completion.

Our aim is continuously to improve upon our already established standards.

## Environmental Policy Statement

TAO Group is an established event company offering a variety of entertainment services throughout the world. The management of TAO Group is committed to compliance with the Environmental Protection Act 1995, the Environmental Act 2005 and all subsequent and relevant legislation.

The management of TAO Group attaches great importance to protecting the environment and work with their partners, sub-contractors, employees and other interested parties to preserve and enhance the environment for the use and enjoyment of both current and future generations.

Accordingly the management of TAO Group is committed to:

- ✓ Developing a management framework for implementing the environmental policy objectives into planning decisions at all levels, alongside commercial, safety, sustainability and other factors.
- ✓ Complying with all applicable environmental legislation, regulations and standards.
- ✓ Developing operational procedures to minimise pollution risks and to deal with any incidents.
- ✓ Taking positive action to minimise waste and encourage recycling wherever possible.
- ✓ Improving efficiency in the use of all resources.
- ✓ Working in partnership with professional advisors, attendees, suppliers and sub- contractors to ensure effective environmental supply chain management alongside health, safety, quality, price and other purchasing criteria.
- ✓ Reducing the environmental impact of activities through the use of improved design and specification.
- ✓ Training employees to enhance their awareness of and commitment to maximising environmental performance.
- ✓ Reviewing the environmental policy annually or to take account of organisational, legislative and fiscal changes.

## **Sustainability Policy Statement**

The management of TAO Group recognise and acknowledge their responsibility to social, environmental and economic sustainability throughout the life cycle of the projects they are involved with; from concept, through implementation to final evaluation.

The management of TAO Group is committed to using the ISO 20121:12 management system to improve the organisations sustainability of their event related activities, products and services. The management of TAO Group through it's adoption of the policies within ISO 20121:12 intends to assist it's events to continue to be financially successful, whilst helping them to become more socially responsible and to reduce their events environmental footprint.

The management of TAO Group takes an integrated long-term view to business development and operational conduct; as such we aim to lead from the front with regards to sustainability issues.

The management of TAO Groups' sustainability policy is part of our wider commitment to risk management; financial, occupational health & safety and environmental. We seek to adhere to accepted principles of good practice and management rather than simply to do the minimum for compliance.

We recognise our role and duty to embody a culture of sustainable development within all parties and stakeholders involved in our projects and within our business.

Wherever practicable we will seek to integrate sustainable and environmental considerations into the procurement process alongside more traditional purchasing criteria such as cost.

We will periodically review our environmental impact risk assessment and address significant findings. We will adhere to a prevention is better than cure approach with respect to the environmental impact of our business.

We are committed to continually reviewing our sustainability policy and procedures. Significant changes and findings shall be communicated to stakeholders as and when appropriate.