Privacy Policy

Last updated: 12 November 2026

1. About this policy

District Eight Event Promoters Limited (“District Eight”, “we”, “us” or “our”) respects your privacy and is committed to protecting your personal data.

This policy explains how we collect, use, store and share personal data when you visit our website, purchase tickets, attend our events, register for presales, subscribe to communications, enter competitions or otherwise interact with us.

We process personal data in accordance with applicable data protection law, including the General Data Protection Regulation (EU) 2016/679 (“GDPR”), the Irish Data Protection Act 2018 and the European Communities (Electronic Communications Networks and Services) (Privacy and Electronic Communications) Regulations 2011, as amended.

2. Who is responsible for your personal data?

The controller responsible for the processing described in this policy is:

District Eight Event Promoters Limited
31 Fitzwilliam Square
Dublin 2
Dublin
Ireland

Email: info@district8dublin.com
Website: https://www.district8dublin.com/
VAT number: IE 3377648PH

Please contact us using these details with any questions about this policy or to exercise your data protection rights.

This policy applies where District Eight determines how and why your personal data is used. Ticketing providers, venues, social media platforms and separately operated affiliated businesses may also act as controllers for their own activities. Their privacy notices explain that processing.

3. Personal data we collect

Depending on your interaction with us, we may collect:

- **Identity and contact information:** your name, email address, telephone number and billing address.
- **Ticket and transaction information:** events booked, ticket references, purchase dates, payment status, refunds and correspondence relating to your booking.
- **Marketing preferences:** subscriptions, interests, consent records, communication preferences and unsubscribe requests.
- **Communications:** enquiries, complaints, feedback, competition entries and messages you send us.
- **Website and device information:** IP address, browser and device type, pages visited, referral information and interactions with our website, subject to applicable consent requirements.
- **Event information:** ticket scans, attendance records and information needed to manage entry, safety, accessibility requests or incidents.
- **Images and recordings:** photographs, video or audio recorded at events where we organise or commission recording.
- **Campaign engagement information:** interactions with emails or advertising, where collected lawfully and subject to consent where required.

Payments may be processed directly by payment or ticketing providers. The information we receive depends on the provider and transaction; it does not necessarily include full payment card details.

We ask you to provide only the information necessary for your enquiry or request.

4. How we obtain your personal data

We may receive personal data:

- Directly from you through our website, forms, bookings, subscriptions, competitions or correspondence.
- From ticketing providers, payment providers, venues and event partners involved in a booking or event.
- From someone booking tickets on your behalf.
- From affiliated brands, where there is a lawful basis for the disclosure.
- Through website technologies and advertising platforms, subject to applicable consent requirements.
- Through social media platforms when you interact with our accounts or campaigns.

Where we obtain personal data indirectly, we will provide the information required by applicable law, including information about its source, unless an exemption applies.

5. Why we use personal data and our legal bases

We use personal data only where we have an appropriate legal basis.

Purpose	Legal basis
Processing bookings, administering tickets, providing requested services and handling associated refunds	Performance of a contract, or steps requested before entering into a contract
Sending essential booking and event information, including changes, cancellations and entry instructions	Performance of a contract; legitimate interests in ensuring attendees receive necessary operational information where appropriate
Responding to enquiries, feedback and complaints	Steps before entering into a contract, performance of a contract, or legitimate interests in providing customer support, depending on the enquiry
Sending newsletters, event announcements and promotional communications	Consent, or the limited existing-customer exception where all applicable legal conditions are met; legitimate interests where that exception applies
Administering competitions	Performance of the competition terms; legitimate interests in administering a fair competition and preventing misuse
Maintaining website security, preventing fraud and investigating misuse	Legitimate interests in protecting our customers, business and systems; legal obligations where applicable
Managing event entry, safety and incidents	Legitimate interests in operating safe events; legal obligations where applicable
Maintaining accounting records and responding to lawful requests	Compliance with legal obligations
Establishing, exercising or defending legal claims	Legitimate interests in protecting our legal rights
Website analytics, advertising measurement and personalised advertising	Consent where required for the relevant technologies and associated processing
Event photography and filming for reporting and promotion	Legitimate interests in documenting and promoting events, subject to an assessment of individual rights; consent where appropriate

Where we rely on legitimate interests, we assess whether the processing is necessary and whether your interests, rights or freedoms override those interests. You may contact us for more information about that assessment.

If we need to use your data for a new purpose, we will assess the legal basis and provide any additional information or obtain consent where required before doing so.

6. Marketing and your choices

You may choose to receive information about upcoming events, presales, releases, offers and other relevant news.

Where we rely on consent, we obtain it through a clear affirmative action. Marketing consent is separate from accepting booking terms, and you do not have to agree to optional marketing to purchase a ticket.

We may send marketing about our own similar services to existing customers only where the applicable Irish legal conditions are met, including the required time limits and an opportunity to opt out both when details are collected and in every subsequent message.

You have the right to object at any time to the use of your personal data for direct marketing, including related profiling. We will stop that processing when you object.

You can unsubscribe using the link or instructions in our marketing messages, or contact **info@district8dublin.com**.

Withdrawing consent does not affect the lawfulness of processing carried out before withdrawal. Essential booking, safety, cancellation and refund communications may still be sent where necessary.

7. Sharing with affiliated brands

District Eight works with affiliated brands, including **Index, District X and block**.

We may share relevant personal data within the business or with the legal entities operating these brands where necessary and lawful for:

- Administering bookings, presales and events.
- Providing customer support and managing enquiries.
- Coordinating event operations, security and fraud prevention.
- Managing the marketing preferences you have selected.
- Delivering marketing that is covered by your consent or another applicable legal permission.

Access is limited to the information needed for the relevant purpose. An affiliation alone does not provide a legal basis for sharing personal data.

Where a brand is operated by District Eight Event Promoters Limited, use of data across those brands remains subject to the purposes, legal bases and preferences described in this policy.

Where a brand is operated by a separate company, we will identify the relevant controller and explain the proposed sharing at the point of collection or before the sharing takes place, as required by law.

Signing up to one brand does not automatically subscribe you to marketing from every affiliated brand. Where consent is required, it must cover the relevant brand or controller, purpose and communication channel.

If we jointly determine the purposes and means of processing with another controller, we will put an appropriate arrangement in place and make its essence available to affected individuals.

8. Other recipients

Where necessary for the purposes described in this policy, we may share personal data with:

- Ticketing and payment providers.
- Hosting, IT support, website security and data storage providers.
- Customer relationship management and communications providers.
- Analytics and advertising providers, subject to applicable consent requirements.
- Venues, event partners, accreditation teams and security providers.
- Professional advisers, insurers, auditors and accountants.
- Regulators, law enforcement bodies and other authorities where disclosure is legally required or otherwise lawful.
- Potential purchasers or advisers in connection with a business restructuring or sale, subject to appropriate confidentiality and data protection safeguards.

Providers processing personal data on our behalf must act under appropriate contractual terms. Other recipients may act as independent controllers and provide their own privacy notices.

We do not sell customer contact lists to third parties.

9. Cookies, advertising and similar technologies

Our website may use cookies, pixels and similar technologies to operate the site, remember preferences, measure performance and support advertising.

Technologies that are strictly necessary to provide a service you request may operate without consent. Non-essential analytics, advertising and conversion tracking technologies require consent where applicable.

Where these technologies are used, our cookie notice and consent controls provide details of their providers, purposes and durations, and allow you to accept, reject or change optional choices.

Where we use advertising audience tools, contact information may be securely matched with information held by an advertising platform. Hashed or otherwise pseudonymised identifiers can still constitute personal data. We use these tools only with an appropriate legal basis and consent where required.

Server-side tracking is also subject to applicable data protection and electronic privacy requirements.

10. Event photography and filming

Photography and filming may take place at our events for event reporting, social media and promotional materials.

Where we organise recording, we provide appropriate notice, such as information on event pages or signs at the venue.

For general event coverage, we assess our legitimate interests against attendees' privacy and reasonable expectations. We seek consent where appropriate, particularly for interviews or other recording that requires it.

If you have concerns about being photographed or wish to raise an objection, speak to event staff or contact **info@district8dublin.com**. We will assess requests in accordance with applicable law and the circumstances of the recording.

11. Accessibility and sensitive information

An accessibility request or incident report may include health information or other special category data.

We limit collection to what is necessary and identify both an Article 6 legal basis and an applicable Article 9 condition before processing special category data. Depending on the circumstances, this may include explicit consent or processing necessary for legal claims.

Access is restricted to those who need the information for the relevant request or incident. Please avoid sending medical details that are unnecessary for us to assist you.

12. International transfers

Some service providers may process personal data outside the European Economic Area ("EEA").

Where personal data is transferred outside the EEA, we ensure that an appropriate transfer mechanism applies. This may include:

- A European Commission adequacy decision.
- European Commission Standard Contractual Clauses, together with transfer assessments and supplementary safeguards where required.
- Another mechanism permitted by applicable data protection law.

You can contact us for information about the safeguards relevant to your data and how to obtain a copy, subject to appropriate redactions.

13. How long we retain personal data

We retain identifiable personal data only for as long as reasonably necessary for the purpose for which it was collected.

Retention is determined by the type of information, the relationship with you, applicable legal requirements, relevant limitation periods and whether an unresolved complaint, investigation or legal claim exists.

In particular:

- **Booking and transaction records** are retained for event administration, customer support, accounting obligations and relevant claims periods.
- **Marketing records** are retained while we have a valid basis to contact you, subject to periodic reviews of relevance and engagement.
- **Unsubscribe records** may be retained in a limited suppression list so that we can respect your objection and avoid adding you back to marketing lists.
- **Consent records** are retained for as long as needed to demonstrate and manage the consent relied upon.
- **Enquiries and complaints** are retained until resolved and for any further period needed to address related obligations or claims.
- **Security and incident records** are retained according to the nature of the incident and applicable investigation, insurance or legal requirements.
- **Cookie and tracking information** is retained for the periods disclosed in the relevant cookie information.

When data is no longer needed, we securely delete it or irreversibly anonymise it.

14. How we protect personal data

We apply appropriate technical and organisational measures designed to protect personal data against unauthorised access, loss, misuse, alteration or disclosure.

Measures are selected according to the nature of the data and the risks of processing, and include appropriate access restrictions, staff confidentiality requirements, supplier controls and security procedures.

No system is completely secure. Where a personal data breach occurs, we assess it and notify the relevant supervisory authority and affected individuals where required by law.

15. Your rights

Subject to applicable conditions and exceptions, you have the right to:

- Obtain access to your personal data and a copy of it.
- Correct inaccurate or incomplete information.
- Request deletion of your personal data.
- Restrict processing.
- Receive certain data in a structured, commonly used, machine-readable format and request its transfer to another controller.
- Object to processing based on legitimate interests.
- Object at any time to direct marketing, including associated profiling.
- Withdraw consent at any time where processing relies on consent.
- Receive applicable protections concerning solely automated decisions that produce legal or similarly significant effects.

To exercise your rights, contact **info@district8dublin.com**.

We may request proportionate information to verify your identity. We normally respond within one month of receiving a request. Where a lawful extension is necessary, we will explain the reason and notify you within the initial month.

Requests are generally free of charge, subject to the limited exceptions permitted by law.

16. Profiling and automated decisions

Where permitted, we may group audiences by interests, previous bookings or engagement to make communications more relevant. You can object to profiling for direct marketing at any time.

If we introduce solely automated decision-making that produces legal or similarly significant effects, we will provide the required information about its operation, consequences and applicable rights before that processing takes place.

17. Providing information

Some information is necessary to process a booking, provide a requested service or meet a legal obligation. If you do not provide it, we may be unable to complete the booking or assist with the request.

We identify mandatory information when collecting it. Optional marketing subscriptions are voluntary.

18. Children and age-restricted events

Age restrictions are stated on the relevant event pages and ticket terms. We may process limited information needed to administer or verify those restrictions.

Where an event or service involves children, we apply appropriate safeguards and provide suitable information. We do not treat attendance at an event as consent to marketing.

If you believe a child has supplied personal data inappropriately, contact us so we can investigate.

19. Complaints

You may raise a privacy concern with us at **info@district8dublin.com**.

You also have the right to lodge a complaint with the Irish Data Protection Commission:

Website: https://www.dataprotection.ie/

You may also complain to the supervisory authority in the EEA country where you habitually live, work or believe an infringement has occurred. You do not have to contact us before making a complaint.

20. Changes to this policy

We review this policy and update it when our practices or legal obligations change. The latest version will be published on our website with its revision date.

Where required, we will notify you directly of material changes or obtain fresh consent before introducing relevant new processing.