

PRIVACY POLICY

Last Updated: 08/27/ 2026

Please click [here](#) for a printable PDF version of this Privacy Policy.

Introduction

Concert Stuff Group and its affiliates, including Special Events Services (SES), Special Event Transportation (SET), G2 Structures, G2 Mobile Structures, Guardian Barrier Services, 340 Productions, Loud & Clear, Field Protection Agency (FPA), Musical Coaches, Fabrineering, 7 Cinematics, HD Flooring NZ, SES Integration, Rain Pro Media, and Show Services & Storage (S3) (collectively referred to herein as “**Concert Stuff Group**”, “**we**”, “**our**”, or “**us**”) recognize the importance of protecting personal information we may collect from customers, website visitors, and any other individual (“**you**”, or “**your**”). This Privacy Policy applies to data collected by Concert Stuff Group and applies to your use of one of our websites where this Privacy Policy is posted (including, <https://www.concertstuff.com> and our affiliates’ websites) (collectively, the “**Sites**”), and through our interactions with individuals by email, telephone, or other means.

Our Privacy Policy explains: (1) what information we collect; (2) why we collect it; (3) how we use that information; (4) how we may share it; and (5) the rights you may have.

Residents in California, Nevada, Nebraska, and Texas should refer to the body of this Privacy Policy as well as the “Privacy Rights” and “Jurisdiction-Specific Notices” sections below for additional information that may be applicable to them.

Specifically, our Privacy Policy covers the following topics:

1. Information We Collect
2. How We Use Information We Collect
3. Our Disclosures of Information
4. When You Choose Not to Provide Personal Information
5. Our Retention of Your Personal Information
6. Privacy Rights
7. Jurisdiction-Specific Notices
8. Our Email and Text Message Opt-out Policy
9. Third Party Links
10. How We Protect Personal Information
11. No Use By Children
12. Changes to this Privacy Policy
13. Contact Us

Please familiarize yourself with our privacy practices and let us know if you have any questions. By using the Sites, you signify your acceptance of this Privacy Policy. If you do not agree to this Privacy Policy, please do not use the Sites.

If you have any questions or comments about this Privacy Policy, please submit a request to privacy@concertstuff.com.

1. Information We Collect

We collect information, including personal information, to provide better services to you. We use the term “**personal information**” to refer to any information that identifies or can be used to identify you. Common examples of personal information include: name, email address, digital identifier, such as your IP address, information about your device, and certain metadata.

The personal information which we collect includes, but is not limited to, the following circumstances and data elements:

Generally

- If you express an interest in obtaining additional information about our services, request customer support, request more information, use our “Contact Us” feature or similar features on the Sites, or download certain content, we may require that you provide to us your contact information, such as your name, phone number, and email address;
- If you report a problem or have a question about our Sites, you may provide us with contact information, such as a phone number or email address;
- If you communicate with our team (such as via email or phone), we may collect information about you and other information that you provide;
- If you provide us with any personal information relating to other individuals, you represent that you have the authority to do so and acknowledge that it will be used in accordance with this Privacy Policy; if you believe that your personal information has been provided to us improperly, or to otherwise exercise your rights relating to your personal information, please contact us by using the information set out in the “Contact Us” section below.

Job Applicants. Job application information may be collected by us directly through the Sites, in-person, over the phone, or by email, or job application information may be collected on our behalf by our contracted third-party administrator(s) for applicant tracking purposes and by background check providers. These third-party administrators are permitted to process the information you provide only for purposes of providing services to us. We collect the information you provide to us, such as your name, email address, phone number, address, the content of any comments, your resume, and any cover letter you provide. For job applicants that are California residents, please see the Jurisdiction-Specific Notices section below for additional information.

Business Contacts. We may receive contact information (including your name, telephone number, and email address) and/or professional or business-related information (including your business address), through our interactions with you in a business-to-business capacity, such as when your business provides services to us, or when we work together on a project, or when we discuss business opportunities. We may contact you with information about our business dealings, news, and opportunities, and we may use your information in the normal course of our business operations.

Social Media. If you post information on our webpage on a social media platform, we may use the information to respond, to promote our business and services, and in the normal course of our business operations. We may collect your personal information, such as your social media username, and other personal characteristics that you have made publicly available on the social media website. Note that the

third-party operators of social media websites also receive such information, and their use of your personal information is governed by their own privacy policies.

Automated Data Collection: Cookies & Similar Technologies. We and our partners use various technologies to collect and store information when you visit one of our Sites, and this may include using cookies or similar technologies to identify your browser or device. These similar technologies include web beacons and web server logs. We also use these technologies to collect and store information when you interact with services from our partners, such as advertising services.

We may use such technologies to collect personal identifiers (such as your IP address), information about your device (such as your browser characteristics, device IDs and characteristics, and operating system version) and information concerning your usage of our Sites (including the link you used to reach a given webpage). We use this information to determine how many users have visited particular webpages, viewed particular videos, or opened messages or alerts, and we may also use such information. This helps us establish, maintain, and manage our relationship with you, and also helps us to optimize and provide the Sites for your use and benefit, to improve our marketing activities, and to enforce our Sites' service terms and prevent malicious conduct.

In some cases, our third-party partners may process information collected by cookies and similar technologies that we permit them to use on the Sites. Please see our Cookie Policy for more details. With respect to any social media pages that we may use, please see the privacy policies and any cookie policies of the applicable social media providers as to their automated data collection practices.

As indicated above, we, like many other website operators, currently use Google Analytics to collect and process certain Site usage data. To learn more about Google Analytics and how to opt out, please visit <https://tools.google.com/dlpage/gaoptout>.

You may be able to change a web browser's settings to block and delete cookies when you access a Site through that web browser. However, if you do that, the Site may not work properly; also, we will still receive basic information (such as last URL visited) when you navigate to the Sites. Concert Stuff Group does not respond to Do Not Track (DNT) signals or similar signals, unless required by applicable law.

2. How We Use Information We Collect

We use the personal information we collect from our Sites to provide, maintain, and improve the Sites, to our services, and to protect our company and you. We also use your personal information in ways that are compatible with the business and commercial purposes for which it was collected or authorized by you, including for the following purposes:

- To present, operate, or improve the Sites and our services, including analysis of Site activity;
- To inform you about the services and products available from Concert Stuff Group;
- To authorize access to our Sites;
- To personalize your experience to deliver content and products that most interest you;
- To market other products and services to you;
- To improve our customer service;

- To respond to your questions, comments, and requests and to provide support to you;
- To ask for ratings and reviews of our services;
- To follow up with you (such as via email, text message, or voice inquiries);
- To comply with all applicable legal requirements; and
- To investigate possible fraud or other violations of our Sites' service terms or this Privacy Policy and/or attempts to harm you.

Unless you ask us not to, we may contact you via email in the future to tell you about changes to this Privacy Policy.

For job applicants, we process your information to review your job application and for other employment-related purposes consistent with applicable law, including to contact you regarding your application and/or to contact you about other job openings that we believe may be of interest to you.

3. Our Disclosures of Information

We may disclose any of the categories of personal information listed above for our business and commercial purposes as described below.

Service Providers and Vendors. Concert Stuff Group may disclose your personal information to service providers or vendors for a business purpose, which may include providing certain services for customers and tracking job applications.

Partners and Marketing Providers. We may disclose your personal information to our partners and marketing and analytics providers, including social media networks. These partners and providers help us market our products and provide you with offers that may be of interest to you.

Legal and Similar Purposes. We may disclose your personal information for legal reasons. Specifically, we will share personal information with companies, organizations or individuals outside of Concert Stuff Group if we have a good-faith belief that access, use, preservation, or disclosure of the information is reasonably necessary to:

- meet any applicable law, regulation, legal process or enforceable governmental request;
- enforce Sites' service terms, including investigation of potential violations;
- detect, prevent, or otherwise address fraud, security or technical issues; or
- protect against harm to the rights, property or safety of Concert Stuff Group, you, or the public as required or permitted by law.

We will attempt to notify you about legal demands for your personal information when appropriate in our judgment, unless prohibited by law or court order or when the request is an emergency. We may dispute such demands when we believe, in our discretion, that the requests are overbroad, vague or lack proper authority, but we do not promise to challenge every demand.

Merger, sale, or other asset transfers. We may disclose your personal information in the event of a business transfer. If we establish a new related entity, are acquired by or merged with another organization, or if substantially all of our assets are transferred to another organization, personal information about our users is often a transferred business asset. In the event that Concert Stuff Group

itself or substantially all of our assets are acquired, personal information about our users may be one of the transferred assets.

4. When You Choose Not to Provide Personal Information

Your provision of personal information is required in order to use certain parts of our services. If you choose not to provide such personal information, you may not be able to access and use our services.

5. Our Retention of Your Personal Information

We determine the appropriate retention period for personal information on the basis of the amount, nature and sensitivity of your personal information processed, the potential risk of harm from unauthorized use or disclosure of your personal information and whether we can achieve the purposes of the processing through other means, as well as on the basis of applicable legal requirements (such as applicable statutes of limitation).

After expiry of the applicable retention periods, your personal information will be deleted. If there is any data that we are unable, for technical reasons, to delete entirely from our systems, we will put in place appropriate measures to prevent any further use of such data.

6. Privacy Rights

Certain jurisdictions have specific legal requirements and grant privacy rights with respect to personal information, and we will comply with restrictions and any requests you submit as required by applicable law. If you are a California resident, see the “California Residents” section below for additional information as to your rights and to how to exercise those rights.

Nevada residents have the right to opt out of the sale of certain pieces of their information to third parties who will license or sell their information to others. However, Concert Stuff Group does not sell personal information as contemplated by Nevada law.

If you are a resident of one of the U.S. states listed below, you have one or more of the following rights: (1) to request additional information about our data collection, use, disclosure, and sales practices in connection with your personal information; (2) to request the specific personal information collected about you; (3) to request the deletion of the personal information we have about you, with exceptions; (4) to request a restriction on certain processing of personal information; (5) to request correction of inaccurate personal information; (6) to opt-out of the processing of personal information for the purpose of “profiling” in furtherance of decisions that produce legal or similarly significant effects; and (7) to opt-out of the “selling” and “sharing”/“targeted advertising” of personal information as such terms are defined under U.S. state privacy laws. Please note, Concert Stuff Group sells personal information and shares personal information/engages in “targeted advertising”. For a description of the categories of personal information that are sold or shared/used for targeted advertising and for a description of the categories of third parties that such personal information is sold to or shared with, see the chart in the “Information Collected Related to California Residents” section below. Company does not engage in profiling in furtherance of decisions that produce legal or similarly significant effects. You may also have the right to not be discriminated against for exercising your privacy rights. If you are a resident of one of the following U.S. states, you have one or more of these rights: Nebraska and Texas.

If you are located outside that jurisdiction and seek to exercise your rights under the law of another jurisdiction, please contact us by emailing privacy@concertstuff.com.

You or, depending on your state of residence, your authorized agent may submit a request regarding your personal information by:

- Email: privacy@concertstuff.com
- Call +1 800-423-3996 to submit a request.

To opt-out of selling or sharing, click on the “Do Not Sell or Share My Personal Information” link in the footer of our Sites.

To help protect your privacy and maintain security, we will take steps to verify your identity before granting you access to the information. We may need to request specific information from you to help us confirm your identity. This is a security measure to ensure that personal information is not disclosed to any person who has no right to receive it. When you make a request, we may require that you provide information and follow procedures so that we can verify your identity (and the applicable jurisdiction). The verification steps we take may differ depending on your jurisdiction and the type of request. Where possible, we will attempt to match the information that you provide in your request to information we already have on file to verify your identity. If we are able to verify your request, we will process it. If we cannot verify your request, we may ask you for additional information to help us do so.

We will respond to your request within the time period required by applicable law. However, we may not always be able or required to comply with your request, in whole or in part, and we will notify you in that event.

7. Jurisdiction-Specific Notices

California Residents

Under the California Consumer Privacy Act, as amended by the California Privacy Rights Act (the “CCPA”), California residents have specific rights regarding their personal information. This section describes Californians’ rights and explains how California residents can exercise those rights.

Personal Information Collected Related to California Residents

During the last twelve (12) months, we have collected the following categories of personal information from California consumers. Some of the categories of information collected specifically concerns our employees or contractors as opposed to consumers who purchase our products.

Please see our Cookie Policy for information about the collection and use of personal information by third-parties who process information collected by cookies and related technologies that we permit them to use on the Sites. Except as set forth in the “Information We Collect” section, Concert Stuff Group does not seek to collect any “sensitive personal information” (as defined by the CCPA).

Category	Examples of Type of Personal Information We Collect	Sold or Shared	Disclosed To

Personal identifiers	First and last name, postal address, unique personal identifier, online identifier, IP address, email address, social media handle, user name	As to personal information automatically collected on our Sites, such information may be sold and shared to our marketing partners and analytics providers; otherwise, not sold or shared	Service providers, advertising and marketing partners, analytics providers
Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e))	Name, address, telephone number, Social Security number, bank account number, medical information, health insurance information, other financial information	Not sold or shared	Service providers
Financial information	Bank account information and salary information	Not sold or shared	Service providers
Internet or other similar network activity	Browsing history, search history, information on a consumer's interaction with a website, application, or advertisement	Sold and shared	Service providers, advertising and marketing partners, analytics providers
Professional or employment-related information	Business name, and business address	Not sold or shared	Service providers

California Job Applicants

When you apply for a job with Concert Stuff Group, information may be collected about you in multiple ways: you may provide it to us in connection with your application; we may make observations in the application process or collect information from public information sources; or you may authorize us to collect information from other sources, such as a former employer or reference.

The following table describes our practices with regard to information submitted in the job application process. If you use our Sites in the job application process, additional information may be automatically collected, as described above.

Category (* may constitute "sensitive personal information" under the CCPA)	Examples	Sold or shared	Disclosed to
Personal identifiers	Name, email address, phone number, contact address, email address	Not sold or shared	Service Providers
Protected classifications*	Gender, race and ethnicity, date of birth	Not sold or shared	Service Providers
Location information	Location information (e.g., ZIP code, IP address)	Not sold or shared	Service Providers
Professional or employment-related information	Employer's name, employer's address	Not sold or shared	Service Providers
Education information	Institutions attended, degrees and certifications attained	Not sold or shared	Service Providers

Rights Specific to California Residents

Under the CCPA, a California resident has the following rights: (1) to request additional information about our data collection, use, disclosure, and sales practices in connection with your personal information; (2) to request the specific personal information collected about you during the previous 12 months; (3) to request the deletion of the personal information we have about you, with exceptions; (4) to request a restriction on certain processing of personal information; (5) to request correction of inaccurate information; and (6) to opt-out of the selling or sharing of personal information, as defined by the CCPA. You may not be discriminated against for exercising your California privacy rights. You may submit a request to exercise your rights under the CCPA through one of two means:

- Email: privacy@concertstuff.com; or
- Call +1 800-423-3996.

You may also designate an agent to exercise your privacy rights on your behalf. In order to designate an authorized agent to make a request on your behalf, you must provide a valid power of attorney, the

requester's valid government-issued identification, and the authorized agent's valid government issued identification.

Upon receiving your request, we will confirm receipt of your request by sending you an email/confirming receipt. To help protect your privacy and maintain security, we may take steps to verify your identity before granting you access to the information. In some instances, such as a request to delete personal information, we may first separately confirm that you would like for us to in fact delete your personal information before acting on your request.

We will respond to your request as soon as reasonably practicable and consistent with any applicable laws. If we require more time, we will inform you of the reason and extension period in writing. If you have an account with us, we will deliver our written response to that account. If you do not have an account with us, we will deliver our written response by mail or electronically, at your option. You may authorize another individual or a business registered with the California Secretary of State, called an authorized agent, to make requests on your behalf through these means. We may have a reason under the law why we do not have to comply with your request, or why we may comply with it in a more limited way than you anticipated. If we do, we will explain that to you in our response.

Please note, we do not rent, sell, or share "personal information" as defined by California Civil Code §1798.83 about you that we collect on the Sites with unaffiliated third parties for their direct marketing purposes.

8. Our Email and Text Message Opt-out Policy

By providing an email address, you agree that we may contact you in the event of a change in this Privacy Policy, to provide you with any service-related notices, or to provide you with marketing information about our services. We may also send you text messages if you provide a phone number, where permitted under applicable law.

We currently provide the following opt-out opportunities:

- At any time, you can follow a link provided in marketing email messages (i.e. messages that are not service notices or other informational emails) received from us to unsubscribe.
- At any time, you can text "Stop" to opt-out of receiving text and SMS messages.

Notwithstanding anything else in this Privacy Policy, please note that we always reserve the right to contact you in the event of a change in this Privacy Policy, or to email you any service-related notices.

9. Third Party Links

The Sites may contain links to webpages operated by parties other than Concert Stuff Group. We do not control such websites and are not responsible for their contents or the privacy policies or other practices of such websites. Our inclusion of links to such websites does not imply any endorsement of the material on such websites or any association with their operators. This Privacy Policy only applies to our Sites.

10. How We Protect Personal Information

Concert Stuff Group maintains reasonable administrative, technical and physical safeguards designed to protect personal information and other information against accidental, unlawful or unauthorized destruction, loss, alteration, access, disclosure or use. Information you send by email is not secure, so

please avoid including personal information in any email you send us. No method of electronic transmission or storage is 100% secure. Therefore, we cannot guarantee absolute security of your information.

11. No Use By Children

Our Sites are not intended for children under 16 years of age. We do not intentionally gather personal information about visitors who are under the age of 16. If a child has provided us with personal information, a parent or guardian of that child may contact us to have the information deleted from our records. If you believe that we might have any information from a child under age 16 in the applicable jurisdiction, please contact us at privacy@concertstuff.com. If we learn that we have inadvertently collected the personal information of a child under 16, or equivalent minimum age depending on jurisdiction, we will take steps to delete the information as soon as possible.

12. Changes to this Privacy Policy

Our Privacy Policy may change from time to time. We will post any privacy policy changes on this page and, if the changes are material, we will provide a more prominent notice for a reasonable time period (including, for certain services or programs, email notification or privacy policy changes). We encourage you to review this Privacy Policy periodically.

13. Contact Us

If you have any specific questions about this Privacy Policy, you can contact us via email or by writing to us at the address below:

Send e-mail to: privacy@concertstuff.com

Send mail to our address:

Concert Stuff Group
216 Angell Knoll Avenue
Mocksville, North Carolina 27028
United States of America