

BOX OFFICE DATA PRIVACY POLICY FOR ERITH THEATRE GUILD LTD. AND ERITH PLAYHOUSE LTD.

About this policy

1.1 This policy explains when and why we collect personal information about our customers, how we use it and how we keep it secure and your rights in relation to it

What information we collect and why

2.1 If you book by credit/debit card, we require certain information to allow us to process your event booking. This includes, for example, your name, address, email address and telephone number. We will also need to process your credit or debit card number and expiry date on behalf of the event you are booking. We do not store your credit/debit card details; they are simply passed on to the issuing bank via secure encryption.

2.2 This information allows us to process your booking so we can send you tickets by post or retain them in the box office for collection. We ask for your telephone number so that you can be contacted urgently if there is a problem with your booking.

2.3 We do store the contact information you provide to us (e.g. name, address, phone number, email, when you buy a ticket. For the purposes of our legitimate interests in operating the Theatre.

Consent

3.1 By disclosing your personal information to us using our website or over the telephone, you consent to the collection, storage and processing of your personal information by Erith Theatre Guild Ltd. and Erith Playhouse Ltd in the manner set out in this privacy statement.

DATA PRIVACY POLICY

4. How we protect your personal data

4.1 We will not transfer your personal data outside the Playhouse without your consent.

4.2 We have implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction.

4.3 Please note however that where you are transmitting information to us over the internet this can never be guaranteed to be 100% secure.

4.4 We will notify you promptly in the event of any breach of your personal data which might expose you to serious risk.

4.5 Data Information will only be available to those persons controlling and manipulating the data. Other members must request the information from the Erith Theatre Guild Board of Management and will only be issued with that information as can be used within the confines of this policy.

5. Who else has access to the information you provide us?

5.1 We will never sell your personal data. We will not share your personal data with any third parties without your prior consent (which you are free to withhold) except where required to do so by law or as set out in the table above or paragraph 5.2 below.

5.2 We may pass your personal data to third parties who are service providers, agents and subcontractors to us for the purposes of completing tasks and providing services to you on our behalf (e.g. to print newsletters and send you mailings). However, we disclose only the personal data that is necessary for the third party to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own purposes.

6. How long do we keep your information?

6.1 We will hold your personal data on our systems until requested to remove it either by the person themselves or next of kin if that person has died.

6.2 We securely destroy all financial information once we have used it and no longer need it.

7. Your rights

7.1 You have rights under the GDPR:

(a) to access your personal data

(b) to be provided with information about how your personal data is processed

(c) to have your personal data corrected

(d) to have your personal data erased in certain circumstances

(e) to object to or restrict how your personal data is processed

(f) to have your personal data transferred to yourself or to another business in certain circumstances.

7.2 You have the right to take any complaints about how we process your personal data to the Information Commissioner:

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

0303 123 1113.

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

For more details, please address any questions, comments and requests regarding our data processing practices to Erith Theatre Guild Board of Management

38-40 High Street, Erith Kent DA8 1QY

Erith Theatre Guild Ltd and Erith Playhouse Ltd, March 2018