

PRIVACY POLICY

We are Holybourne Theatre Ltd, the data controller. Our contact address is London Road, Holybourne, Alton, GU34 4EL. This Privacy Policy explains how we will use any personal information we collect about you.

What information we collect about you

We collect your personal information when you become a member of the adult or youth theatres, sign up to our newsletter and/or purchase tickets to events.

The personal information we use may include:

- Full name and contact details (e.g. home and email addresses, home and mobile telephone numbers)
- Records of tickets purchased
- Date of birth and school details for children in the youth theatre in order to apply for performing licences
- Relevant medical information about children participating in the youth theatre
- Personal information to undertake DBS checks for any volunteers working with children.
- Personal information about persons connected to children in the youth theatre such as legal guardians, legitimate carers and referees. You must have their authority to provide their information to us.

The purpose of collecting your information

To carry out contractual obligations for membership services or purchases of tickets.

To send you marketing newsletters.

To comply with legal and regulatory requirements and related disclosures e.g. work with children and vulnerable groups, HMRC for Gift Aid

You can withdraw your consent at any time and we will work to activate it within one month or sooner of the request. Please note that withdrawal of consent from one activity does not mean withdrawal from other activities you've given consent to. Withdrawal of consent may also affect what we can do for you.

Who we share your information with

Event registration and ticket purchases: TicketSource who may use your information to issue receipts. For more information please see TicketSource's privacy policy.

E-Newsletters and digital marketing communications: For more information please see Mailchimp's privacy policy.

Social media: Facebook and Twitter. For more information please see the “Terms & Conditions” of the relevant software platform.

Government bodies and agencies in the UK: Disclosure & Barring Service for DBS checks. HMRC for Gift Aid. EHDC for Youth performing licences. The Information Commissioner’s Office. Arts Council England.

Courts or tribunals to comply with legal requirements and for the administration of justice.

Anyone else where we have your consent or as required by law.

How long we hold your information for

We will hold your personal information for as long as is necessary to meet the purpose for which it was originally collected.

Where you have given consent for direct marketing, we will stop processing your data once we receive a withdrawal of your consent.

Where we may have collected your personal information to meet a legal obligation (e.g. DBS checks, HMRC, Safeguarding children) we will hold your data in accordance with the retention periods given by legal and regulatory bodies and subject to the exceptions below.

Exceptions: We may hold your personal information for longer than originally collected for archiving, keeping statistical information, to defend or make a legal claim or for as long as a claim may be brought against us or made by us and/or in accordance with legal and regulatory requirements.

Your rights

Right to be informed: You have the right to be informed about the collection and use of your personal data. This Privacy Notice meets this.

Right to access your personal information and rectify it: You have the right to confirm that your data is being processed and to access the information we hold about you. You have the right to have inaccurate data rectified or completed if it is incomplete. You can make these requests verbally or in writing.

We will aim to provide these requests separately within one month following the date of your access or rectification request or three months if it is complex to provide it.

Where access or rectification requests are manifestly unfounded or excessive we may charge a fee or refuse to respond. Where we refuse to respond we will explain why and you have the right to complain to the Information Commissioner’s Office.

Right to erasure (the “right to be forgotten”): You have the right to render your data unusable by us now and in the future where:

Your personal information is no longer necessary for the purposes we originally collected it for;

You have informed us that you’ve withdrawn your consent;

You object to direct marketing from us including fundraising approaches;

You object to any of the legitimate interests listed in “The purpose of collecting your personal information and the lawful basis”

We did not collect your information lawfully in accordance with the Data Protection Act

Where we must comply with legal and regulatory requirements

We give emphasis to personal information collected from children where they may have joined social media groups and/or may no longer be a child as they may not have been aware of the risks at the time they may have given consent to us.

Your right to erasure may not apply where we hold your information for one of the following reasons:

To exercise the right of freedom of expression and information

To comply with a legal obligation

For the performance of a task carried out in the public’s interest or in the exercise of official authority

For archiving purposes in the public interest, scientific or historical research or statistical purposes where erasure is likely to render impossible or seriously impair the achievement of these purposes

For the establishment, exercise or defence of legal claims.

Where your right to erasure applies we will aim to provide this request within one month following the date of your request or three months if it is complex to provide it.

Where an erasure request is manifestly unfounded or excessive we may charge a fee or refuse to respond. Where we refuse to respond we will explain why and you have the right to complain to the Information Commissioner’s Office.

Right to object to direct marketing: You have the right object to direct marketing. We will stop processing your personal information purposes as soon as we receive an objection. There is no ground for exemption.

How to contact us

For data protection matters, you can contact us via post at Holybourne Theatre, London Road, Holybourne, Alton, Hampshire, GU34 4EL, by email at info@holybournetheatre.co.uk.

How to complain

You can complain to us using our “How to contact us” details above. You also have the right to complain to the Information Commissioner’s Office. It has enforcement powers and can investigate compliance with data protection law: ico.org.uk

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result.

Use of site by children

We do not market to children, nor do we sell products or services for purchase by children. We do sell products and services for end use by children, but for purchase by adults. If you are under 18, you may use our site only with consent from a parent or guardian.

Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 13 June 2018.