

# Privacy Policy.

[February 2019]

## HOW WE RESPECT PRIVACY WHEN WE DEAL WITH PERSONAL INFORMATION COLLECTED BY ELLESMERE PORT MUSICAL THEATRE COMPANY (EPMTC).

This Privacy Policy applies to information we, Ellesmere Port Musical Theatre Company, collect about individuals who interact with our organisation. It explains what personal information we collect and how we use it. If you have any comments or questions about this notice, feel free to contact us at [secretary@ellesmereportmusicaltheatre.co.uk](mailto:secretary@ellesmereportmusicaltheatre.co.uk).

### 1. PERSONAL DATA THAT WE PROCESS

The following table explains the types of data we collect and the legal basis, under current data protection legislation, on which this data is processed.

Purpose	Data (key elements)	Basis
<b>Enquiring</b> about our EPMTC and our work	Name, email, message	Legitimate interests - it is necessary for us to read and store your message so that we can respond in the way that you would expect.
<b>Subscribing to email updates</b> about our work.  Mailchimp is the tool we use to manage our mailing lists	Name, email	Consent - you have given your active consent through a two-step consent process.  You can change your mind at any time by clicking the unsubscribe link in the footer of any email you receive from us, or by contacting us at <a href="mailto:secretary@ellesmereportmusicaltheatre.co.uk">secretary@ellesmereportmusicaltheatre.co.uk</a> . We will treat your information with respect.  We use Mailchimp as our marketing platform. By clicking below to subscribe, you acknowledge that your information will be transferred to Mailchimp for processing. Learn more about Mailchimp's privacy practices <a href="#">here</a> .
<b>Purchasing Tickets</b> – For the sale of tickets we	TicketSource only collects personal information about you when you specifically provide us with such information on a voluntary	Processing is necessary for the performance of a contract (i.e. the processing of ticket bookings on behalf of the Event Organiser - EPMTC) and legitimate interest (storage or IP Addresses for



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<p>use TicketSource</p>	<p>basis. The information that we collect includes:</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Address</li> <li>• Email</li> <li>• Contact number</li> <li>• Business name/position (for some business events)</li> <li>• Payment card details – card details are encrypted for processing. TicketSource does not store card details within its system.</li> <li>• IP address - we may collect information about your computer, including where available your IP address, operating system and browser type, for system security, customer support and site analytics. This statistical data cannot be used to identify a customer.</li> <li>• Cookies – cookies are used to track visitors through our site and to save booking information as you move from page to page of the booking process.</li> </ul>	<p>risk management or Cookies to allow full access and smooth progression through our website).</p> <p>We use your personal data for the following purposes:</p> <ul style="list-style-type: none"> <li>• To process ticket bookings (including the booking, payment processing and ticket delivery)</li> <li>• To send you email communication regarding your booking (to include booking reminders or to advise you of an event cancellation)</li> <li>• To assist you with any query that you may have with your booking or payment</li> <li>• We may also use your data to perform quality assurance, sales analysis or other business analysis.</li> </ul> <p>Read the full TicketSource Customer Data Privacy Policy <a href="#">here</a>.</p>
<p><b>Making a donation</b></p>	<p>Name, email, address, payment information</p>	<p>Legitimate interests - this information is necessary for us to fulfil your intention of donating money and your expectation of receiving a confirmation message.</p>
<p><b>Membership of the company</b></p>	<p>We will collect basic personal details such as your name, address, date of birth, height, parents' names, address, e-mail address and telephone number, subscription amounts and dates paid. We may also take</p>	<p>Contract - by paying your membership fees you have entered into a contractual relationship with us as set out in our membership terms and conditions.</p> <p>We will use your personal information and your parents'/ guardians' personal information:</p> <ul style="list-style-type: none"> <li>• for planning any aspect of the production</li> </ul>



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	<p>your photograph and ask for your biography.</p> <p>Prior to the auditions we will ask you and/or your parents/guardians to consent to the collection of this personal information and the uses to which it will be put. We are able to accept consent directly from children over 13.</p>	<ul style="list-style-type: none"> <li>to send you details of our Rehearsals and communicate with you about any aspect of the production</li> <li>to support your health and well-being whilst you are taking part in rehearsals and performances</li> <li>to comply with any legal requirements regarding your participation in the production and to compile entries in our show Programme</li> </ul>
<p><b>Social Media</b> – Follows and likes</p>	<p>Profile name</p>	<p>If you have chosen to ‘like’ or ‘follow’ our social media accounts you will see our posts in your news feeds. Each social media site has its own policy:</p> <p>Facebook: <a href="https://en-gb.facebook.com/policy.php">https://en-gb.facebook.com/policy.php</a>            Twitter: <a href="https://twitter.com/en/privacy">https://twitter.com/en/privacy</a>            Instagram: <a href="https://help.instagram.com/155833707900388">https://help.instagram.com/155833707900388</a></p>
<p><b>Website functionality.</b> le Ticket sales details above</p>	<p>Website activity collected through cookies</p>	<p>Legitimate interests</p> <p>- it is necessary for us to store a small amount of information, usually through cookies, to deliver functionality that you would expect, such as remembering the contents of your order before you have fully completed the process.</p>

## 2. HOW WE USE YOUR DATA

We will only use your data in a manner that is appropriate considering the basis on which that data was collected, as set out in the table at the top of this policy.

For example, we may use your personal information to:

- reply to enquiries you send to us;
- handle donations or other transactions that you initiate;
- where you have specifically agreed to this, send you marketing communications by email relating to our work which we think may be of interest to you.

## 3. WHEN WE SHARE YOUR DATA

We will only pass your data to third parties in the following circumstances:

- you have provided your explicit consent for us to pass data to a named third party;



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- we are using a third party purely for the purposes of processing data on our behalf and we have in place a data processing agreement with that third party that fulfils our legal obligations in relation to the use of third-party data processors; or
- we are required by law to share your data.

In addition, we will only pass data to third parties outside of the EU where appropriate safeguards are in place as defined by Article 46 of the General Data Protection Regulation.

### 4. HOW LONG WE KEEP YOUR DATA

We take the principles of data minimisation and removal seriously and have internal policies in place to ensure that we only ever ask for the minimum amount of data for the associated purpose and delete that data promptly once it is no longer required.

Where data is collected on the basis of consent, we will seek renewal of consent at least every three years.

### 5. RIGHTS YOU HAVE OVER YOUR DATA

You have a range of rights over your data, which include the following:

- Where data processing is based on consent, you may revoke this consent at any time and we will make it as easy as possible for you to do this (for example by putting 'unsubscribe' links at the bottom of all our marketing emails).
- You have the right to ask for rectification and/or deletion of your information.
- You have the right of access to your information.
- You have the right to lodge a complaint with the Information Commissioner if you feel your rights have been infringed.

A full summary of your legal rights over your data can be found on the Information Commissioner's website here: <https://ico.org.uk/>

If you would like to access the rights listed above, or any other legal rights you have over your data under current legislation, please get in touch with us.

Please note that relying on some of these rights, such as the right to deleting your data, will make it impossible for us to continue to deliver some services to you. However, where possible we will always try to allow the maximum access to your rights while continuing to deliver as many services to you as possible.

### 6. COOKIES & USAGE TRACKING

A cookie is a small file of letters and numbers that is downloaded on to your computer when you visit a website. Cookies are used by many websites and can do a number of things, eg remembering your preferences, recording what you have put in your shopping basket, and counting the number of people looking at a website.



Registered Charity No: 1049990

Where cookies are used to collect personal data, we list these purposes in section 1 above, along with other personal data that we collect. However, we also use some cookies that do not collect personal information but that do help us collect anonymous information about how people use our website. We use Google Analytics for this purpose. Google Analytics generates statistical and other information about website usage by means of cookies, which are stored on users' computers.

The information collected by Google Analytics about usage of our website is not personally identifiable. The data is collected anonymously, stored by Google and used by us to create reports about website usage. Google's privacy policy is available at <http://www.google.com/privacypolicy.html>.

## 7. MODIFICATIONS

We may modify this Privacy Policy from time to time and will publish the most current version on our website. If a modification meaningfully reduces your rights, we'll notify people whose personal data we hold and is affected.