

# RACKHEATH PLAYERS

## Privacy Policy

Rackheath Players (The Players) is committed to protecting your privacy and data. We will use the information that we collect about you in accordance with the General Data Protection Regulation 2018 and the Privacy and Electronic Communications Regulations 2003.

The Players collects information about its members and those audience members that wish to be informed of future events.

### The information we collect may include

- Name
- Postal address
- Telephone number(s)
- Email address
- Members may also be asked to allow their photograph to be taken and for a brief biography relevant to their theatre interests and experience.

The Players only collect information that has been provided personally and on a voluntary basis. We will not share personal information for marketing or any other purposes without consent unless where it is required by law.

### How we will use this information.

For audience members:

We will use the information to contact them via their preferred method of communication, e-mail or post to inform them of forthcoming events and e-mail or telephone to confirm bookings, answer queries and any urgent matters such as the cancellation of a performance.

For members of the Players the information will be used to advertise productions via social media and websites and to inform them of meetings, events and rehearsals via e-mail, post, telephone or social media.

### Security

The information is stored securely and protected against any unauthorised access, damage or disclosure.

### Rights

A member of the Players or its audience have the following rights relating to their personal data:

- The right to request a copy of personal information held about him/her.
- The right to request that inaccuracies be corrected
- The right to request us to stop processing their personal data
- The right to have his/her data erased (which we will do within one month of the date of request).
- The right to limit the use of, or have deleted, photographs in which they are included.

### TicketSource

The Players uses TicketSource as its online ticketing software provider. TicketSource is the Data Processor acting on behalf of The Players who is the Data Controller and it is the Players who are responsible for what happens to Personal Data.

The Players retain booking data on TicketSource for two years for the convenience of returning customers.

A copy of TicketSource's Customer Data Privacy Policy may be found at

<https://www.ticketsource.co.uk/kb/terms-of-use/customer-data-privacy-policy>

### How to contact us

To request an update to the information we hold please submit the relevant information via the Contact Us page on the website or in writing to the secretary whose address can be found on the website.

### Changes to this policy

We may change this Privacy Policy from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on our website or by contacting you directly.