

# 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 collect information about its members, those audience members that purchase tickets and those who wish to be informed of future events.

## **The Information Collected may include:**

- Name
- Postal address
- Telephone number(s)
- Email address
- Bank details (sort code and account number) of members to facilitate the payment of expenses. These are held on the website of our bank - TSB.
- Members may also be asked to allow their photograph to be taken and for a brief biography relevant to their theatre interests and experience.
- Date of Birth – youth group members only
- Contact details of parent of guardian.

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 it is required by law.

## **How we will use this information.**

For audience members:

We will use the information to inform them of forthcoming events and to help with the purchase of tickets online..

For members of the Players the information will be used to advertise productions via social media and websites and in production programmes. Also to inform them of meetings, events and rehearsals via e-mail or social media and for the payment of expenses.

For members of the youth group to ensure the safety and well being of the children.

## **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 use 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 TicketSources' Customer Data Privacy Policy may be found at <https://www.ticketsource.co.uk/kb/terms-of-use/customer-data-privacy-policy>

### **MailChimp**

The Players use MailChimp as its mailing service. It is on this platform that our audience details (email address only) are held. Each e-mail sent from this includes the option to unsubscribe from the list.

### **Cookies**

Cookies are small text files which are stored on your computer when you visit a website. Cookies do not harm your computer and does not provide us with any information about you, it just give you a better browsing experience.

| Listed below are the cookies that will placed on your computer following a visit to our website                     |                                                                                                                                                              |
|---------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name                                                                                                                | Purpose                                                                                                                                                      |
| CookieConsent                                                                                                       | Stores your cookie consent state for the current domain                                                                                                      |
| Listed below are the cookies used by TicketSource, the website that handles our ticket sales.                       |                                                                                                                                                              |
| __cfduid<br>algoliasearch-client-js<br>AWSALB<br>SESS#<br>_ga<br>_gat<br>_gid<br>firstTouch<br>ThirdPartyCookieTest | These cookies are used to track visitors through the TicketSource site and to save booking information as you move from page to page of the booking process. |

If you do not wish us to have cookies on your computer, please adjust your browser settings to not accept cookies. You will still be able to browse the website.

Please visit [allaboutcookies.org](http://allaboutcookies.org) for a guide on how to manage cookies in your browser.