Rackheath Players – Data Privacy Policy

This is the Data Privacy Policy of the Rackheath Players (incl. Rackheath Youth Theatre) – 'The Players'.

We are committed to protecting the privacy and data of our members, our audience & those who follow our activities. We use the information that we collect in accordance with the **Data Protection Act 2018** (the UK's implementation of the General Data Protection Regulation (GDPR)) 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 or guardian (youth group members only)

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

How we use this information

For audience members, we use the information to inform them of forthcoming events and to help with the purchase of tickets online.

For members, we use the information 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 (including WhatsApp) and for the reimbursement of expenses.

For members of the youth group, we use the information to ensure the safety and wellbeing 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:

- To request a copy of personal information held about them
- To request that inaccuracies be corrected
- To request us to stop processing their personal data
- To have their data erased (which we will do within one month of the date of request)
- 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. The Players is the Data Controller and is 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 stored on your computer when you visit a website. Cookies do not harm your computer and do not provide us with any information about you, they just give you a better browsing experience.

Below are the cookies that will be placed on your computer visiting our website	
CookieConsent	Stores your cookie consent state for the current domain
Listed below are the cookies used by TicketSource	
__cfduid **algoliasearch-client-js** **AWSALB** **SESS#** **_ga** **_gat** **_gid** **firstTouch** **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 these 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 for a guide on how to manage cookies in your browser.

Dated *21/08/2024*
Reviewed *04/08/2026*

This Policy will be reviewed in August 2028.