

## Privacy Policy – website and ticketing

Chetham's is committed to protecting your privacy and ensuring all of your personal information is safe and secure. This privacy policy outlines how we will use, maintain and disclose data collected from users of our website.

### Your data

Our online Box Office is managed using Ticketsolve, and payments are processed through Realex. All orders – including those made by telephone or in person – will be processed through these systems. You have the right to opt out of any communications, or to ask that your details be removed from any or all of our databases, at any time – please click the link in any email, call us, or email [boxoffice@chethams.com](mailto:boxoffice@chethams.com) to update your preferences.

Realex Payments are a highly trusted online payment card processor, accredited with the Account Information Security certification by VISA and compliant with Payment Card Industry Data Security Standard Version 3.22, the highest level of compliance. We do not store your bank details on our system.

If you sign up to our email list, your details will also be held on MailChimp which is integrated with the Ticketsolve system.

If you make a donation when paying for your tickets, or at any other stage, your details will also be held by the Development department on their Raiser's Edge database.

Many artists who perform at The Stoller Hall also play at other venues in Manchester and further afield. If you give permission for your data to be shared with the artists or promoters of events which you attend, then we may pass your contact details to those artists or organisations. We will never sell any part of your data, nor share it with any artist or promoter whose events you haven't attended. We may, from time to time, contact you ourselves to let you know about events by other promoters which we think you might enjoy.

### The information we collect

We may collect, store and use the following types of personal data:

- Information about your computer and about your visits to and use of this website, such as your IP address, geographical location, browser type, referral source, length of visit and number of page views. This information does not identify any individual user.
- Details of any transactions you have made when booking tickets.
- Information that you provide to us for the purpose of registering with us.
- Information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters.
- Any other information that you choose to send to us.

### How we will store your information

When you subscribe to our mailing list via the contact forms on our



websites, the details you provide will be stored on MailChimp. When you purchase tickets online, your details will be stored on our Box Office server, Ticketsolve, and on MailChimp. If you also make a donation to Chetham's in the process of purchasing tickets, your details will additionally be stored on Raiser's Edge.

Each of these three systems has been selected by Chetham's for the level of security it provides for customers' data. Access to these systems by our employees is limited to those with specific work-related reasons to use that data, and all staff hold full DBS disclosures. Data may also be accessed by employees of MailChimp, Ticketsolve and Raiser's Edge respectively. We do not store any payment details such as credit card numbers.

If you prefer your details not to be stored on any of our systems, you are always welcome to purchase tickets at the Box Office counter or to make cash donations using the collection box in the Atrium. Please note that if you choose not to provide any contact information when making a purchase, we will be unable to contact you with any information relating to that event which may include concert delay or cancellation, transport issues or artistic changes.

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

We will only send marketing communications to you in accordance with the preferences you have indicated to us through the online registration process or in conversation with Box Office staff. If you have elected not to receive marketing communications from us, we may still contact you about your booking or with information relevant to the event you are attending, such as information about transport issues, artistic changes or a concert cancellation.

We may also use aggregated data to help inform our future programming and marketing campaigns, for example, by comparing the postcodes of audience members or by evaluating how customers reach our website. Individual users will not be identified in these cases.

If you choose to share your data with artists or promoters of events you attend, we will share it with those artists and promoters only. We will never share your data with other promoters or external organisations. We will share your data only with your permission and only with artists or promoters who are, who have previously been, listed in our public event listings.

We will never share individual personal information with anyone without your advance permission or unless ordered by a court of law. We will never sell or rent personal information.

If you no longer wish for us to use your information in this, or any part of this way, you may unsubscribe at any time or contact us to request the removal of your details from our lists.

#### **Cookies**

We use cookies on this website. A cookie is a text file sent by a web server to a web browser, and stored by the browser. The text file is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.

We may send a cookie which may be stored by your browser on your computer's hard drive. We may use the information we obtain from the cookie in the administration of this website, to improve the website's usability and for marketing purposes. We may also use that information to recognise your computer when you visit our website, and to personalise our website for you.

Cookies are necessary to the process of booking your tickets through our website, using the Ticketsolve system, however they are only temporary. Other temporary cookies present on our website are there to ensure that website content is displayed correctly, and will disappear when your user session has ended. We cannot be responsible for cookies relating to third-party features such as Facebook, Twitter, Google etc.

We may use Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information. Google's privacy policy is available at: <http://www.google.com/privacypolicy.html>.

#### **Disclosure of information**

The transmission of information over the internet is not completely secure. We will do our utmost to protect your personal data, but we cannot guarantee the security of the data transmitted to this site and any transmission is at your own risk. Please be aware that Chetham's may be obliged to give information to the relevant authorities if required to by law, in which case we will comply with judicial proceedings.

You have a legal right to request access to any and all data we hold under your account at any time. If you wish to make such a request, please contact us in writing using our online Contact Form, selecting the option 'Box Office enquiries', or by post to the address shown on our website.

#### **Unsubscribing**

If at any time you wish to unsubscribe from our emails, or to change and update your personal information, please contact us using the details above, or by emailing [boxoffice@stollerhall.com](mailto:boxoffice@stollerhall.com).

#### **Privacy policy amends**

We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page regularly to ensure you are happy with any changes. We may also notify you of changes to our privacy policy by email.

#### **How to contact us**

You may make a change to how we use your data by in writing or verbally; for example, updating mailing preferences or contact information.

To request access to the data we hold on your account, or to ask us to remove your account entirely, please contact us in writing by email or post using the details below.

We will fulfil any such requests within ten working days. If you contact us on or after 20 December in any year, we will fulfil any requests no later than 15 January of the following year.

Email: [boxoffice@stollerhall.com](mailto:boxoffice@stollerhall.com)

Telephone: 0333 130 0967 (2-4pm, Monday to Friday)

Post: The Stoller Hall, Hunts Bank, Manchester M3 1DA

### **Your right to report concerns**

If you require any clarification regarding our data practices, or if you feel we could improve the way we use your data or inform you of how we will use it, please contact us using the details above.

If you feel we have failed in our duty to protect your data or to inform you of how we will use it, you are entitled to express your concerns to an independent body. You can find information on how to express your concerns at the Information Commissioners' Office, <https://ico.org.uk/concerns/>.

**Name our Data Protection Officer**

**State Retention period. How long can we legitimately make this?**

“No longer than is necessary”

*(1) Business contracts and arrangements*

The Limitation Act 1980 (Section 5) states that all business contracts, agreements and other arrangements need to be safely stored for the length of the contract and for six years afterwards.

(This includes employee data and paper copies)

***Your retention policy applies to data that you store offline as well. Physical copies (such as printed documents or spreadsheets) should also be destroyed when the data is no longer required!***

24/8/2017