



**THE GARDEN SUBURB**  
**● THEATRE ●**

**Privacy Policy: Version 1.4 dated 10<sup>th</sup> October 2018**

- 1.1 Garden Suburb Theatre ("GST / We / Us") is committed to protecting and respecting your privacy.
- 1.2 This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.
- 1.3 For the purpose of the General Data Protection Regulation 2018 (the Act), the data controller is our Chairperson.
- 1.4 Our nominated representative for the purpose of the Act is our Chairperson.

**2 Information we may collect from you**

- 2.1 We may collect and process the following data about you:
  - (a) Information that you provide by filling in forms on our site [www.gardensuburbtheatre.org.uk](http://www.gardensuburbtheatre.org.uk) (our site), at auditions, from Ticketsource or any other ticket booking website. This includes information provided at the time of registering to use our site, subscribing to our service, posting material or requesting further services.
  - (b) We will not collate any details provided via social media, including but not limited to Facebook, Twitter and Instagram. Following GST on any social media platform will not result in your details being added to our database. If you should at any time ask to be removed from our database we will not remove you from social media pages. This will be within your control only.
  - (c) If you contact us, we may keep a record of that correspondence.
  - (d) We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
  - (e) Details of any transactions you carry out through our site or any other ticket purchasing site and of the fulfilment of your orders.
  - (f) Details of your visits to our site including, but not limited to, traffic data, location data, weblogs and other communication data and the resources that you access.
  - (g) If you are reclaiming expenses from GST, you will have the option of being repaid via cheque or bank transfer. We will not ask you to send this information via email, although if this is your preferred method you may do so. Payment details are stored within our online banking system to allow repeat payments to be made, if you do not want these details to be held in the online banking system please inform the treasurer when you submit expenses.
  - (h) During the audition process the casting team may ask to take a photograph of you. This will only be done if you give your permission and will not be held beyond the audition.
  - (i) Our database does not include a store of photographs of members. If you participate in a show the programme will include a photograph of you unless you do not wish this to be included. Once programmes have been released to the general public you cannot withdraw permission to use the photographs. A copy of programmes will be included in the GST archives.

2.2 The information we will collect from you will be used to inform you about upcoming events, such as auditions that you may wish to participate in or shows you may wish to attend. The names and interests of members will be made available to directors so they can ask you to participate in activities within the group. Details will also be held for health and safety purposes.

### **3 IP addresses**

3.1 We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

### **4 Cookies**

4.1 For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on your browser or the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. Some of the cookies we use are essential for the site to operate. Cookies are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

4.2 If you register with us or if you continue to use our site, you agree to our use of cookies.

4.3 On 26 May 2011, the rules about cookies on websites changed. This site uses cookies. You may delete and block all cookies from this site, but parts of the site may not work.

4.4 You block cookies by activating the setting on your browser which allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies as soon as you visit our site.

### **5 How we store your personal data**

5.1 Any electronic payments for membership or ticket sales are initiated by you via your online banking or our ticket sales providers. Both of these have their own data protection policies. GST are not responsible for the privacy of any data handled by these sites. However, we do take reasonable steps to ensure we use ticket sales sites with reasonable privacy policies.

5.2 The information you provide to us is held in a database. No payments are made via our website and therefore we will not hold payment details. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site or database, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

5.3 Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

### **6 Uses made of the information**

6.1 We use information held about you in the following ways:

- (a) To ensure that content from our site is presented in the most effective manner for you and for your computer.
- (b) To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- (c) To carry out our obligations arising from any contracts entered into between you and us.
- (d) To allow you to participate in interactive features of our service, when you choose to do so.
- (e) To notify you about changes to our service.

- 6.2 We may also use your data to provide you with information about goods and services which may be of interest to you, and we may contact you about these by email, post or telephone. Although marketing information may from time to time include details of productions and events held by groups other than GST, we will not transfer your data to third parties, except for in the circumstances listed in point 7.2 below.
- 6.3 If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale to you.
- 6.4 If you are a new customer we will contact you by electronic means only if you have consented to this.
- 6.5 If you do not want us to use your data in this way, please tick the relevant box situated on the form on which we collect your data (the membership form OR via ticket sales).

## **7 Disclosure of your information**

- 7.1 We may disclose your personal information to any member of our group
- 7.2 We may disclose your personal information to third parties:
- (a) In the event that we transfer any of our activities or assets to another organisation.
  - (b) If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and terms and conditions of supply and other agreements; or to protect the rights, property, or safety of GST, our members, customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## **8 Your rights**

- 8.1 You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at [publicity@gardensuburbtheatre.org.uk](mailto:publicity@gardensuburbtheatre.org.uk)
- 8.2 Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## **9 Access to information**

- 9.1 The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act.

## **10 Your rights**

- 10.1 Please let us know if your information changes as it is important that the personal information we hold about you is accurate and up to date.
- 10.2 We will keep your information for a maximum of 7 years after you cease to be a member or have had no financial or other dealings with us. We keep your information for this period because you may resume your connection with GST and take part again in our activities. However, you can ask us to remove your personal information from our records at any time and we will do so and stop sending you any further correspondence. At the end of this period you may be sent an email from us to have the option to remain on our database and mailing list. If you do not reply to this email your details will automatically be removed.
- 10.3 You can opt out of our electronic newsletter simply by clicking 'unsubscribe' at the bottom of the email.
- 10.4 You have the right to request a copy of all the personal information we hold about you in a Subject Access Request. To do this, simply write to us at the address below or

email [publicity@gardensuburbtheatre.org.uk](mailto:publicity@gardensuburbtheatre.org.uk) We will take all reasonable steps to confirm your identity before providing you with details of any personal information we may hold about you.

## **11 Changes to our privacy policy**

11.1 Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

## **12 Contact**

12.1 Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [publicity@gardensuburbtheatre.org.uk](mailto:publicity@gardensuburbtheatre.org.uk)