

The Rossendale Players - Privacy Policy

Key details:

- The policy was prepared and agreed by the Executive Committee
- The policy became operational on: **18th May 2018**
- The next review date of this policy is: **18th May 2019**

In the course of carrying out our normal business, *The Rossendale Players* needs to gather and use certain information about individuals, including personal and sensitive data. These individuals can include members, volunteers and customers.

This policy describes how this personal data will be collected, handled and stored to meet the charities *General Data Protection Regulations (GDPR)* standards and to comply with the law.

Why this policy exists:

We are committed to protecting your personal information and being transparent about what information we hold about you.

The purpose of this privacy policy is to ensure that *The Rossendale Players*;

- Complies with *General Data Protection Regulation* law and follows good practice
- Protects the rights of members, volunteers and customers.
- Is transparent about how it stores and processes individuals' data
- Protects itself from the risks of a data breach
- Provides our members, volunteers and customers with a clear explanation about how we use any data we receive.

Following recommendations made by the law, *The Rossendale Players* (Executive Committee) has appointed a dedicated '*Data Controller*', this person is **David Rhodes**.

If you have any questions or concerns, please contact him by writing to;

**David Rhodes (GDPR), The Rossendale Players, The New Millennium Theatre,
69 Burnley Road East, Waterfoot, Rossendale, Lancashire, BB4 9AR**

Or by sending an email to;

rossendale.players@gmail.com clearly stating "**FAO: David Rhodes (GDPR)**" in the subject field, so that your enquiry can be identified easily and dealt with as quickly as possible.

PUBLIC PRIVACY POLICY

Our members, volunteers and customers are important to us, and are central to our theatre, the work we do and who we are. *The Rossendale Players* relies on those volunteers and audiences and we want you to know that we will always follow the law and 'best practice' when it comes to handling your data.

We strive to only inform you about information we think is relevant to you, we will not send you information that we think you won't like, are not interested in or is irrelevant to you. However, we are all volunteers and we may on occasion get this wrong, if we do, please tell us and we will rectify the situation as quickly as possible.

We promise you that we will **NEVER** sell your information or share it with a third party who will misuse it or handle it insensitively.

The Rossendale Players ("we") are committed to protecting and respecting your privacy. This policy sets out the basis on which any personal data we collect from you, or that you provide to us, how we will process it.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

By visiting our website; www.rossendaleplayers.org.uk, you are accepting and consenting to the practices described in this policy.

Why this policy exists:

We are committed to protecting your personal information and being transparent about what information we hold about you.

Using personal information allows us to develop a better understanding of our customers and audiences and in turn to provide you with relevant and timely information about the work we do. As a registered charity, it may also help us to engage with potential donors and supporters.

The purpose of this privacy policy is to ensure that *The Rossendale Players*:

- Complies with *General Data Protection Regulation* law and follows good practice
- Protects your rights
- Is transparent about how it stores and processes your data
- Protects itself from the risks of a data breach

This policy explains:

- What information we may collect about you
- How we may use that information
- Our use of cookies to improve your use of our website
- Information about how we keep your personal information secure, how we maintain it for you and your rights to be able to access it.

If you have any enquiries about this policy, please contact **David Rhodes** at the address/email above.

Who we are

The Rossendale Players is a registered charity (No. 703158). We create award winning theatre in Waterfoot, based within the Rossendale valley. We programme 5 performances per year and have a dedicated team of volunteers who manage the charity by way of an elected 'Executive Committee' as well as a 'Board of Trustees'. We charge for our theatre performances and also rely on subscriptions of membership. Throughout the year we hold additional social and fundraising events for our members and customers.

INFORMATION COLLECTION

We collect several types of information and in a number of ways:

Information you give us

Information that you provide us with; by corresponding with us by phone, email, letters, filling in forms or otherwise, as well as buying tickets through the website www.ticketsource.co.uk/therossendaleplayers.

Ticketsource's 'GDPR' policy can be viewed by visiting; www.ticketsource.co.uk/kb/terms-of-use/terms-and-conditions (The relevant information is contained within section 10 on that page) and also www.ticketsource.co.uk/kb/terms-of-use/privacy-policy.

This information will include any information you provide when becoming a member, buying tickets (including season tickets), registering to become a volunteer, or signing up to our fundraising schemes (such as our '*100 Club*').

The information you give us may include, but may not be limited to, your name, address, email address, phone number and any emergency contact details we may need, as well as financial and/or credit card information and any information you may need to share with us, such as access needs, photo consent and emergency contacts.

The personal information that you supply to us by 'opting-in' to marketing communications

(e.g. when you sign up, buy tickets, join our membership schemes) will be used by *The Rossendale Players* to keep you up to date with events, share good news and productions. Each email or item of post we send to you, offers you the opportunity to amend these preferences including the option to opt-out.

Information about your interactions with us

Collection of data for users under 18

If we collect data for anyone under the age of 18, for example a young person in a show, this information will be given by a parent or carer and will be stored securely.

Sensitive personal data

We may collect sensitive personal information about you, including information about your racial or ethnic origin, your religious beliefs or other beliefs, and whether you have any access requirements or disabilities. Such sensitive personal data will only ever be collected after having obtained your explicit consent to do so or where it is necessary to do so to comply with legal requirements, including for employment law purposes.

‘Cookies’

‘Cookies’ are small pieces of information that are stored by your browser on your computer hard drive. Our website uses ‘cookies’ to distinguish you from other users of our website. This helps us to provide you with a positive experience when browsing our website and will also inform us on our how to improve our website. ‘Cookies’ are anonymous so whilst they collect information about how the website is being used, they will not identify an individual. We use the anonymous information to see how people are using our website and to help us improve our website services. We do this through *Google Analytics*, and you can read their privacy details by visiting;

www.google.com/analytics/learn/privacy.html

Uses made of the information – Legal basis

There are 2 reasons we can contact you:

1. You have given us explicit consent to contact you, either by ticking the relevant boxes when you have become a member, bought tickets from us, filled in a form etc.

2. We legitimately think you will be interested in something, for example if a show has been cancelled and you have purchased tickets, or if there is a preview night and you have always attended historically.

Communicating with you

We aim to communicate with you about the work that we do in ways that you find relevant, timely and respectful. To do this we use data that we have stored about you, such as events you have booked in the past (including free events), as well any preferences you may have told us about.

We use our legitimate organisational interest as the legal basis for any communications by post and email. We believe that members, volunteers and customers are connected to what we do at *The Rossendale Players*. In the case of postal mailings, you may object to receiving these at any time by using the contact details at the end of this policy. In the case of email we will give you an opportunity to opt-out of receiving them in the actual emails we send.

We may also contact you by telephone; however we will always get explicit consent from you before doing this. Please bear in mind that this does not apply to telephone calls that we may need to make to you related to your purchases (as stated above).

Unless you tell us not to, we will think that you are content for us to process (keep and use) your personal information for the following lengths of time:

Membership:

For all the years you have been a member, up to 4 years prior to the date of commencement of your current membership.

Season Ticket Holders:

For the years you hold a season ticket, up to 3 years prior to the date of commencement of your current subscription.

100 Club members:

For the years you are a member, up to 2 years prior to the date of commencement of your current membership.

Volunteers:

Whilst you are volunteering, up to 2 years prior to the date of commencement of your current involvement.

Storing your personal data

All personal information stored by *The Rossendale Players* is held securely by certain individuals specifically appointed by the Executive Committee and they are monitored and audited by the “*data controller*”. At any point you can request to access a copy of your information and ask for it to be destroyed.

- Membership
- Season ticket holders
- Tickets booked online
- Tickets booked over the phone/in person with ticket secretary
- 100 club members
- Volunteers

Your debit and credit card information

If you use your credit or debit card to purchase from; www.ticketsource.co.uk/therossendaleplayers or to donate, they ensure that this is carried out securely and in accordance with the 'Payment Card Industry Data Security Standard' (PCI-DSS). You can find more information about this standard here; www.pcisecuritystandards.org/pci_security/

Security of your personal information

We will put in place appropriate safeguards (both in terms of our procedures and the technology we use) to keep your personal information as secure as possible.

We will not transfer, process or store your data anywhere that is outside of the European Economic Area.

Your rights

You have a right to request a copy of the personal information we hold about you and to have any inaccuracies in this data corrected. You have the right to ask us not to process your personal data for marketing and fundraising purposes. You have the right to opt-out of any marketing communications from us and to update your communications preferences at any time.

Please use the contact details at the end of this policy if you would like to exercise any of these rights.

Changes to our Privacy Policy

Any changes that we may make to our privacy policy in the future will be posted on our website and, where appropriate, notified to you by email (if we have your email address). Please check back frequently to see any updates or changes to our privacy policy.

Contact details and further information

Please get in touch with us if you have any questions about any aspect of this privacy policy, and if you would like to object to any processing of your personal information that we carry out for our legitimate organisational interests by writing to;

David Rhodes (GDPR), The Rossendale Players, The New Millennium Theatre, 69 Burnley Road East, Waterfoot, Rossendale, Lancashire, BB4 9AR or by email at; rossendale.players@gmail.com clearly stating "**FAO: David Rhodes (GDPR)**" in the subject field, so that your enquiry can be identified easily and dealt with as quickly as possible.