

The Stockport Garrick Theatre Privacy Policy

Version 2 – updated 1/7/2019

The Stockport Garrick Theatre is committed to protecting personal information. This Privacy Policy relates to our use of any personal information we collect.

Our Privacy Policy relates broadly to three groups of people:

Audience – the people who attend our shows and/or have requested information about the theatre

Members – people who pay to be a member of the Stockport Garrick Theatre society

Supporters – people who are not members but are supporting the activities of the Society in a specialised way. This involvement may include (but is not limited to) scenery construction, costumes, properties, publicity, front of house arrangements, stage management, sound, lighting, direction, choreography, music and orchestra. Supporters also include lapsed members, as such members normally wish to remain in contact with the society and may wish to renew their membership at a future date.

THE PERSONAL INFORMATION WE COLLECT FROM YOU

Audience – Our email database (held on the industry-standard MailChimp platform) contains your name and email address. For Season Ticket holders as well as Schools and other formal organisations, we also hold your postal address and telephone number so we can contact you with further information.

Members and Supporters –

We collect basic personal details such as your name, postal address, email address and telephone number.

Members – We also hold your subscription, dates paid, standing order details. We may also take your photograph and ask you for your biography. Your name and email address is also transferred to our email database held on the industry-standard MailChimp platform.

MailChimp's Privacy Policy can be viewed at:

<https://mailchimp.com/legal/privacy/>

THE GARRICK BOX OFFICE

Audience, Members and Supporters –

The Garrick Box Office uses the secure, industry-standard, TicketSource platform for processing ticket orders. The system can store your name, address, email address, telephone number, purchase history and additional notes added to your orders and/or profile. This information is available to all members of our Box Office team. Our Stewards will have access to a Guest List of attendees for a show on a specific night. From time to time, Stockport Garrick will perform routine interrogation of our customer data to enhance our marketing materials and provide a better customer service. We will not share your information with other third parties without your consent

TicketSource's Privacy Policy can be viewed at:

<https://www.ticketsource.co.uk/kb/terms-of-use/customer-data-privacy-policy>

HOW WE USE INFORMATION

Audience – We will send you regular bulletins via email with news about the theatre and our shows. There is an "Unsubscribe" option on every email. We will perform some basic interrogation of our email statistics, such as open and click-through rates via the industry-standard Mailchimp platform. Season Ticket holders, schools and other organisations may receive limited further information by post from time to time. We will not share your information with other third parties without your consent.

Members – We will use your information to send you newsletters, letters or emails to give you details of General Meetings, shows, rehearsals, Production Meetings and similar events that are likely to be of interest to you. Your name, and possibly photograph and biography, may appear in our show Programmes and newsletters. Your information may also be shared with our committee members. This use is in our 'Legitimate Interest'. You will be aware that our show programmes are public

documents and that our newsletters are shared amongst our membership and with our supporters. We will not share your information with other third parties without your consent.

Supporters – We will use your data as and when required to contact you. We will not share your information with other third parties without your consent.

SECURITY

We put in place reasonable security measures to protect against any unauthorised access or damage to, or disclosure or loss of, your information.

YOUR RIGHTS

Audience, Members and Supporters –

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.

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. We will take all reasonable steps to confirm your identity before providing you with details of any personal information we may hold about you.

Members and Supporters –

We will keep your information indefinitely after you remain an active Member or Supporter. We keep your information because you may resume your connection with 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 newsletters.

CHANGES TO THIS PRIVACY POLICY

We may amend this Privacy Policy from time to time; for example, to keep it up to date or to comply with legal requirements. If there will be any significant changes made to the use of your personal information in a manner different from that stated, we will seek your permission first.

HOW TO CONTACT US

For any questions or concerns relating to this Privacy Policy or our data protection practices, or to make a Subject Access Request, please contact us in one of these ways:

By email – john@wjohnbaker.com (Garrick Data Protection Officer)

By post – DATA PROTECTION OFFICER
STOCKPORT GARRICK THEATRE
EXCHANGE STREET
STOCKPORT
SK3 0EJ

Date: 1 JULY 2019