

The Stockport Garrick Theatre Privacy Policy

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 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.

THE GARRICK BOX OFFICE

The Box Office at the Garrick uses a computer terminal connected to the “Audience View” seat booking system hosted by Quay Tickets via the Stockport Plaza website. Quay Tickets administrates this system online as well as for telephone bookings. Stockport Garrick uses the system only to print tickets and reserve seats at the terminal in our theatre Box Office. Processing pre-ordered tickets may display your name, address, email address and telephone number. Stockport Garrick Theatre does not normally interrogate any other customer details held on the system. Orders made in person or by post at the Stockport Garrick Theatre Box Office add no personal data to the Audience View system. In the event of group and postal bookings made to directly the Garrick, we may hold your personal details for a short space of time in case we need to contact you with further information.

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 our industry-standard Mailchimp software. 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 – comms@stockportgarrick.co.uk

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

Date: 25 MAY 2018