

# BLACKPOOL COMMUNITY THEATRE CIC

## PRIVACY POLICY

### **Introduction**

This privacy policy explains in detail the types of personal data Blackpool Community Theatre CIC may collect about you when you interact with us. It also explains how we'll store and handle that data and keep it safe.

Please read this privacy policy carefully.

By accessing or browsing this website, you confirm that you have read, understood and agree to this privacy policy in its entirety.

### **Blackpool Community Theatre CIC**

The company registration and postal address is Blackpool Enterprise Centre, 291 – 305 Lytham Road, Blackpool, FY4 1EW. Our registration number is 15488440.

### **Explaining the legal bases we rely on**

The law on data protection, based on the General Data Protection Regulation and formerly the Data Protection Act, sets out a number of different reasons for which a company may collect and process your personal data, including

Consent:

In specific situations, we can collect and process your data with your consent. This may be when you have ticked a box to receive regular communications from us in a paper or electronic document or on our website

When collecting your personal data, we'll always make clear to you which data is necessary in connection with a particular service.

Contractual obligations:

In certain circumstances, we need your personal data to comply with our contractual obligations.

If you have made a booking inquiry then we will need your contact details for example.

### **When do we collect personal data**

When you visit our website

When you engage with us on social media

When you contact us by any means to make enquiries or sign-up

When you comment on or review Blackpool Community Theatre CIC

### **What sort of personal data do we collect**

Personal information including name, age, contact details and home address

Details of your interactions with us such as with our website, email and social media

Copies of documents you provide us or signed contracts

Payment information

Your comments and reviews

Your social media username, if you interact with us through those channels, to help us respond to your comments, questions or feedback.

### **How we'll use your personal data and why**

Of course, you are free to opt out of hearing from us by any of these channels at any time.

To send you relevant, personalised communications by post or email in relation to updates, offers and services.

To perform any contract, we've agreed with you. If we don't collect your personal data during this process, we won't be able to provide the required services and comply with our legal obligations.

To respond to your queries or complaints

Handling the information, you sent enables us to respond. We may also keep a record of these to inform any future communication with us and to demonstrate how we communicated with you throughout. We do this on the basis of our contractual obligations to you, our legal obligations and our legitimate interests in providing you with the best service and understanding how we can improve our service based on your experience

To protect our business from fraud and other illegal activities. We'll do all of this as part of our legitimate interest.

Service messages will not include any promotional content and do not require prior consent when sent by email or text message. If we do not use your personal data for these purposes, we would be unable to comply with our legal obligations.

To send you survey and feedback requests to help improve our service

### **How we protect Your Personal Data**

We know how much data security matters to all our clients. With this in mind we will treat your data with the utmost care and take all appropriate steps to protect it. Our computers and mobile devices are all password protected.

We regularly monitor our systems for possible vulnerabilities and constantly review our security

### **How long will we keep your personal data**

Whenever we collect or process your personal data, we'll only keep it for as long as is necessary for the purpose for which it was collected.

At the end of that retention period, your data will either be deleted completely or anonymised, for example by aggregation with other data so that it can be used in a non-identifiable way for statistical analysis and business planning.

Her Majesty's Revenue and Customs (HMRC) requires us to keep records of contracts, payments and invoices for 7 years. We will therefore normally hold information of any contracts for this long.

## **Who do we share your personal data with**

Anyone required to do so by law such as the police.

## **Should that be necessary**

We provide only the information they need to perform their specific services.

They may only use your data for the exact purposes we specify in our contract with them.

We work closely with them to ensure that your privacy is respected and protected at all times

## **Where your personal data may be processed**

our data may be processed anywhere in the world including while using website features such as Google Fonts.

Our website is hosted in the United Kingdom

## **You have the right to request**

Access to the personal data we hold about you, free of charge in most cases

The correction of your personal data when incorrect, out of date or incomplete.

The right to deletion, for example when you withdraw consent, or object and we have no legitimate overriding interest, or once the purpose for which we hold the data has come to an end (such as the end of a warranty).

That we stop using your personal data for direct marketing (either through specific channels, or all channels).

That we stop any consent-based processing of your personal data after you withdraw that consent

You have the right to request a copy of any information about you that we hold at any time, and also to have that information corrected if it is inaccurate

To ask for your information, please contact us on supply contact details) If we decide not to action your request we will explain to you the reasons for our refusal

## **Your right to withdraw consent**

Whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent.

Where we rely on our legitimate interest.

In cases where we are processing your personal data on the basis of our legitimate interest, you can ask us to stop for reasons connected to your individual situation. We must then do so unless we believe we have a legitimate overriding reason to continue processing your personal data

## **Direct marketing**

You have the right to stop the use of your personal data for direct marketing activity through all channels, or selected channels. We must always comply with your request

## **Contacting The Regulator**

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO). You can contact them by calling 0303 123 1113 or go online to [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)

## **If you live outside the United Kingdom where our hosting is located**

By using our services or providing your personal data to us, you expressly consent to the processing of your personal data by us or on our behalf. Of course, you still have the right to ask us not to process your data in certain ways, and if you do so, we will respect your wishes

Sometimes we'll need to transfer your personal data between countries to enable us to supply the goods or services you've requested. In the ordinary course of business, we may transfer your personal data from your country of residence to ourselves and to third parties located in other countries.

By dealing with us, you are giving your consent to this overseas use, transfer and disclosure of your personal data outside your country of residence for our ordinary business purposes. This may occur because our information technology storage facilities and servers are located outside your country of residence, and could include storage of your personal data on servers in the

United States

We'll ensure that reasonable steps are taken to prevent third parties outside your country of residence using your personal data in any way that's not set out in this Privacy Notice. We'll also make sure we adequately protect the confidentiality and privacy of your personal data

### **Cookie Policy**

This website uses cookies to collect information about you

Cookies are small data files which are placed on your computer by this website and which collect certain personal data about you. This enables us to tailor our service offering (including the website) to provide you with products and services which are more relevant to your individual tastes

However, you may change your website browser settings to reject cookies, although please note that if you do this it may impair the functionality of the Services. As each website browser is different, please visit your browser's Help" menu to learn how to change your cookie preference.