

Portobello Orchestra Privacy Statement for online ticket sales

Introduction

This statement sets out how we collect, process and hold your personal data if you visit our online box office, hosted by Ticket Tailor. We are Portobello Orchestra, c/o 38 Ashchurch Grove, London W12 9BU. We are the data controller of your personal data. If you have any questions about this privacy statement, please contact us at admin@theportobelloorchestra.co.uk.

Personal data we collect and what we use it for

You do not need to provide us with any personal data to view our online box office. However, we may collect some information automatically about your use of the ticket website, as set out in the "Cookies" section below.

When you book a ticket via our online box office we collect, process, store and use personal data including your name and email address, together with payment information. We do not see your card details, which are handled by the payment processor (PayPal).

If you contact us by email, we may keep a record of the correspondence.

We use this information to comply with our contractual obligation to supply you with the tickets you have booked, including to contact you if necessary with any information relating to the concert and to deal with any questions or comments you may have. We may also retain some information for audit purposes.

We will not use your data to send you any marketing communications, nor will we pass your data to third parties for marketing purposes.

Who we share your data with

We share your personal data with the ticket website provider and the payment provider (PayPal) to enable them to provide the ticketing service, and the data may be processed by their own service providers (eg email communication providers, IT service providers). We do not share your data with anyone else.

In certain circumstances we might have to disclose your personal data if required to by law or regulation.

How long we retain your data

If you have booked a ticket with us or contacted us with a question or comment, we will retain your personal data for 6 months following such contact to respond to any further queries you might have, unless we need to maintain it for a longer period for audit purposes.

Where we hold and process your personal data

Some or all of your personal data may be stored or transferred outside the European Union (the EU) if, for example, our service providers use facilities based outside the EU. We will only transfer your personal data to organisations that have provided adequate safeguards in respect of your personal data.

Your rights

You have the right to obtain from us a copy of the personal data that we hold for you, and to require us to correct errors in the personal data if it is inaccurate or incomplete. You also have the right at any time to require that we delete your personal data. To exercise these rights, or any other

rights you may have under applicable laws, or if you wish to make a complaint, please contact us at admin@theportobelloorchestra.co.uk.

You also have the right to make a complaint to the UK supervisory authority, the Information Commissioner, see www.ico.org.uk.

Changes

Any changes to this statement will be posted on our website.

Cookies and data collected automatically by the ticket website

A cookie is a small text file containing a unique identification number that is transferred (through your browser) from a website to the hard drive of your computer. The cookie identifies your browser but will not let a website know any personal data about you, such as your name and/or address. These files are then used by websites to identify when users revisit that website.

When you visit our online box office, we, or third parties on our behalf, use cookies to automatically collect and store information about your device and your activities. This information could include (a) your computer or other device's unique ID number; (b) technical information about your device such as type of device, web browser or operating system; (c) your preferences and settings such as time zone and language; and (d) statistical data about your browsing actions and patterns. This information is used on an anonymous basis to improve the online box office and services, and for analytical and research purposes. We also use cookies so that we can recognise you when you return and personalise your settings and preferences.

Most browsers are initially set up to accept cookies. You can change your browser settings either to notify you when you have received a cookie, or to refuse to accept cookies. Please note that the online box office may not operate efficiently if you refuse to accept cookies.

We also use Google Analytics to monitor how the online box office is used. Google Analytics collects information anonymously and generates reports detailing information such as the number of visits to the online box office, where visitors generally came from, how long they stayed on the box office site, and which pages they visited. Google Analytics places several persistent cookies on your computer's hard drive. These do not collect any personal data. If you do not agree to this you can disable persistent cookies in your browser. This will prevent Google Analytics from logging your visits.

May 2018

Portobello Orchestra registered charity no 1081212