

## **CAMBRIDGE THEATRE TRUST: PRIVACY POLICY**

At Cambridge Theatre Trust, trading under the name of Cambridge Theatre Company-CTC, we produce stage performances of musicals and plays. In order to be able to communicate effectively with you concerning your enjoyment of stage shows, we need to collect information from you.

We have made every effort to display the descriptions that appear on our website as accurately as possible. All items listed on our website are subject to availability. By visiting any CTC website or sharing any information with us, you agree to be bound by this Privacy Policy.

### **SECURITY & PRIVACY**

We take your privacy very seriously and will only use your information in the ways that you want us to. This Privacy Policy explains what information we collect on this website, how and when it is collected, what we use it for now and how we will use it in the future. If you have any questions about the way in which we collect or use your information which are not answered by this Privacy Statement, please contact us by [office@camtheatrecompany.co.uk](mailto:office@camtheatrecompany.co.uk).

### **WHAT INFORMATION DO WE COLLECT AND HOW WILL WE USE IT?**

When you place a ticketing order or audition enquiry with us, we collect the information we need to allow us to process your transaction or respond to your enquiry. If we are communicating with you for the purpose of purchasing tickets the performance or booking an audition this information includes your personal contact details (name, address, telephone number, email address), IP address of the computer making the order/enquiry and non-personal details of your order/request (the name of the show, performance dates, performance venue(s), ticket prices). We will use this information to process your transaction or your request.

When you make a purchase on our website we use a 256-bit SSL encrypted secure internet connection to protect your payment details and transfer them from our website to our payment processor Stripe ([stripe.com/gb](https://stripe.com/gb)) We do not store your payment card details, we only pass them securely to Stripe. This ensures the details you supply and any responses from them are securely encrypted before they are sent over the Internet.

In order to process your ticket order, request for resources and/or to deliver your purchases to you, we may be required to pass your information to some of our service providers. Your name, address, contact telephone number and email address will be passed on to our Box Office company (we use LineUpNow) who may contact you by phone or email in order to update you if there is an issue with your order. Your name, email address and telephone number, along with details surrounding your tickets may be passed to other companies like Stripe for example to ensure we complete the process for you to.

We will only provide these companies with the information they need to carry out the delivery of your ticket order/membership. They are only allowed to use your information in the way in which we tell them, and they are not be entitled to use it in their own right.

Bank details are held by the paying bank and are also stored on our Accounts system (Xero) in order to process secure BACS and other transfers. Our Accounts system is securely pass-warded and continuously backed-up to multiple sources for security.

### **HOW LONG WITH THE DATA BE HELD?**

We retain your personal data for no more than 2 (two) years after the completion of a ticket order or an audition/production. For the avoidance of doubt, a ticket order/production fee is deemed completed when all performances/project outlined on the ticket order/invoice have taken place and all payments relating to said contract have been paid in full. For the avoidance of doubt, we will keep all successful paper audition applications secure for two years and then after this time we will shred the application. If you have been unsuccessful at audition this will be shredded within 2 (two) months after we have communicated the audition outcome with you.

### **MARKETING AND JUNK MAIL**

We will only send you email marketing messages if you choose to receive them from us. If you choose to receive marketing communications from us, we will only send you details about items and promotions which we think are of interest to you (including newly released shows, information regarding upcoming auditions and other activity relating to theatre news). We use MailChimp as our marketing automation platform. By choosing to receive our marketing emails, you acknowledge that the information you provide will be transferred to MailChimp for processing in accordance with their Privacy Policy and Terms.

If you decide that you no longer want to receive emails from us, you can unsubscribe at any time by either clicking the 'Unsubscribe' link in the promotional email or by contacting us by email at [office@camtheatrecompany.co.uk](mailto:office@camtheatrecompany.co.uk). We will never sell your details to a third party for marketing purposes.

### **WHAT YOU CAN EXPECT FROM US**

We will always comply with the standards, procedures and requirements of UK data protection laws to ensure that the personal information you give us is kept appropriately secure and processed fairly and lawfully as outlined in this Privacy Policy. We may have to pass your information to countries or jurisdictions which do not provide the same level of data protection as the UK, if necessary for the above purposes. If we do make such a transfer, however, we will, as is required by law, always put a contract in place to ensure that your information is properly protected.

In assessing your request for goods or services, we may use your information for the purposes of the prevention and detection of fraud. We may disclose your address and postcode details to check against the IMRG Security Alert or any other Fraud Prevention Scheme. If you believe your details are incorrect you may correct those details by following the procedure below. We will not pass your information to any third parties outside of CTC, except where required to do so as a part of the sale, disposal or transfer of our business, in whole or in part.

In accordance with Anti-Money Laundering Regulations and International Finance & Banking Regulations, we may be required to carry out certain additional 'Know-Your-Client' checks, to

confirm or ascertain the validity of recipients' banking and contact details. If this is required, we shall contact you to advise you of such a request.

We want to make sure that the information we hold about you is correct and up to date at all times. You can at any time amend or update your information by contacting us at [office@camtheatrecompany.co.uk](mailto:office@camtheatrecompany.co.uk).

## **REQUESTING CHANGES/RESTRICTIONS TO OUR USE OF YOUR DATA**

You are entitled to request:

a copy of the data we hold about you  
that the data we hold about you is deleted

Any request outlined above must be made in writing, with a valid form of identification to:

Cambridge Theatre Trust  
Street House  
57 The Common  
West Wrating  
Cambridge  
CB21 5LR

We will respond to requests we receive within one month.

You are also entitled to request that we cease processing your data if you object to the accuracy of the data we hold or question the purpose for which we require it. We will immediately do so until a further investigation has been carried out.

On occasion, we may ask for feedback from you about the usage or services our website provides to help us develop and improve it further. For quality control and training purposes, we may monitor or record your communications with us.

## **COOKIES**

In order to improve your experience when using our website, we use cookies. A cookie is a piece of information our website will place on your computer's hard drive that can track your movements while you are on the website. It will also recognise you when you visit our website again.

Cookies are stored in order for us to continually improve our website and to help us make the process of applying for a licence and ordering resource material easier and better. They are mainly used for technical purposes, but they are also for marketing and website traffic analytics purposes. If you want to delete any cookies that are already on your computer, please refer to the instructions for your file management software to locate the file or directory that stores cookies. Information on deleting or controlling cookies is available at [www.AboutCookies.org](http://www.AboutCookies.org). However, please note that if you disable the use of cookies on your computer, you may not be able to apply for licenses or shop on our website.

This Privacy Statement may change and therefore you should review it regularly. We will of course notify you of any changes where we are required to do so. If you have any questions relating to this statement, please contact us by email at [office@camtheatrecompany.co.uk](mailto:office@camtheatrecompany.co.uk)

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