

PRIVACY POLICY FOR PATRONS PLACING TICKET ORDERS

Arrow Players are committed to protecting personal information. This Privacy Policy relates to our use of any personal information we collect from you when you order tickets for our productions.

The information we collect

We collect basic personal details such as your name, address, e-mail address, telephone number.

How we use your information

We will use your information to record your seating reservations, issue your tickets, keep record of payment status and contact you regarding any other matters pertaining to the production for which tickets have been requested. This is called 'Legitimate Interest'. We will not share your information with third parties without your consent.

Security

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

Your rights

Please let us know if your information changes as it is important that the information we hold about you is accurate and up to date. You can ask us to remove your details from our files at any time. 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 contact us at the address below. We will take reasonable steps to confirm your identity before providing details of any personal information we may hold about you.

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 the following ways:

By e-mail to : secretary@arrowplayers.org.uk

By post to : The Secretary, Arrow Players, St. Edmund's Hall, Pinner Road, Northwood, HA6 1QS.

Date: 6 September 2019