

This privacy policy sets out how Rugby Theatre uses and protects any information that you give Rugby Theatre when you use our websites or services.

Rugby Theatre is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using these websites, then you can be assured that it will only be used in accordance with this privacy statement.

Rugby Theatre may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 25 May 2018.

### **What we collect**

We may collect the following information:

- name
- contact information including email address, mail address and telephone number
- in addition for members we will hold information on preferences and interests
- other information relevant to customer surveys and/or offers
- information regarding purchases and membership subscriptions

### **What we do with the information we gather**

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

For our Patrons

- Internal record keeping.
- Booking confirmation emails
- We will periodically send promotional emails providing details of our future program, to those who have indicated that they wish to receive this information
- We may use the information to improve our products and services.
- We may use the information to contact you in the event of an issue with a booking
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail.

For our Members (additional to the above)

- Membership records including interests
- We will use the information to contact you regarding membership, activities related to your indicated interests and the operation and functioning of the organisation

## **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## **Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the websites, you must click the box indicating that you wish to receive Marketing Information if that is your wish
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing

us at [data.protection@rugbytheatre.co.uk](mailto:data.protection@rugbytheatre.co.uk) or by logging in to your account on the Booking site and making the changes directly.

- You may request that your information is removed from our systems at any time by emailing [data.protection@rugbytheatre.co.uk](mailto:data.protection@rugbytheatre.co.uk) or by logging in to your account on the Booking site and making the changes directly.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use third party Data Processors from time to time, these will be GDPR compliant and have agreements in place controlling the data whilst in their possession.

You may request details of personal information which we hold about you under GDPR (Data Protection), either by writing to the Data Protection Officer, Rugby Theatre, Henry Street, Rugby CV21 2QA or by logging in to your account on the Booking site and checking directly.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.