



GENERAL DATA PROTECTION POLICY REGULATION STATEMENT

An organisation that handles Personal Data and makes decisions about its use is known as a Data Controller. The Tivoli Theatre, as a Data Controller, is responsible for ensuring compliance with the Data Protection requirements outlined in this policy. The Tivoli Theatre is committed to safeguarding the privacy of your information. We need to collect and use personal data about people in order for us to operate. By 'your information' we mean any information about you that you provide to us. This could be your Name, Address, Telephone number, email address and credit/debit card details. We do not retain any financial details on our systems other than the amount and the method by which you pay (i.e. cash, card etc.)

The Principles of Data Protection:

- Anyone processing personal data must comply with 6 principles of good practice. These principles are legally enforceable.
- Summarised, the principles require that personal data shall be:
- Processed lawfully, fairly and in a transparent manner in relation to individuals.
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- Accurate and where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that is inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay.
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed;
- Personal data may be stored for longer periods in so far as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals;
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures in accordance with the rights of data subjects under the Act.

These rights include:

- The right to be informed
- The right of access to personal information
- The right to request rectification
- The right to request erasure
- The right to restrict processing in certain circumstances
- The right to data portability
- The right to object to processing

The Tivoli Theatre's Commitment:

- We will only collect and use your information where we have lawful grounds and legitimate business reasons to do so. This may be where a show, for which you have purchased tickets has been cancelled or the date changed, or a forthcoming event which we feel may be of interest to you.
- We will not ask for more information than we need for the purposes for which we are collecting it, and will ensure your consent is freely given and recorded.
- We will provide you with a copy of the data held about you on request.
- We will update our records when you inform us that your details have changed
- We will continue to review and assess the quality of our information
- We will implement and adhere to information retention policies relating to your information, and will ensure that your information is securely disposed of at the end of the appropriate retention period
- We will observe the rights granted to you under applicable privacy and Data Protection laws, and will ensure that queries relating to privacy issues are promptly and transparently dealt with
- We will train our staff to ensure that all those responsible for the processing of Personal Data are aware and comply with their privacy obligations
- We will ensure we have appropriate physical and technological security measures to protect your information regardless of where it's held
- We will ensure that when we outsource any processes, the supplier has appropriate security measures in place and will contractually require them to comply with these Privacy Principles. To enable us to process ticket orders, Tivoli Theatre will need to share your data with our IT partners Tickets.com, Mastercard and GCI Network Solutions Ltd. If you have consented, we will share your personal data with other trusted third parties, for example the artists, promoters or sponsors we work with, so that they can use your personal data for marketing or promotional purposes by sending you information about related products that may be of interest to you. If you subscribe to our email subscribers list your data will be held by Mailchimp for the purpose of updating you of Tivoli news and events. Any data processors with whom we share your personal data are limited (by law and by contract) in their ability to use your personal data for any purpose other than to provide services for us.

Any queries or concerns regarding this policy, should be sent to the General Manager, Charlie North Lewis by email charlie@tivoliwimborne.co.uk or post to Tivoli Theatre, 19-27 West Borough, Wimborne, Dorset BH21 1LT