

## Data Protection & Privacy Statement

The Bridge House Theatre is committed to upholding the Data Protection principles of good practice. Protecting your privacy is important to us and we strive to keep all information relating to you confidential in accordance with this statement and the law. As part of the normal operation of our services you may voluntarily provide us with information about yourself. The purpose of this Privacy Statement is to explain what Personal Data we collect about you, how that Personal Data might be used and how we protect your Personal Data and privacy.

When processing your booking we will ask you for your **name, address, telephone number and email address**. This is essential for all non-cash bookings.

We will also ask you if you would like to be kept informed about forthcoming events and campaigns at the Bridge House Theatre or other events happening in the region.

The Bridge House Theatre only collects personal information about you when you specifically provide us with such information on a voluntary basis, for example when purchasing tickets online. Any personal information we collect via our web site will never be released or sold to any companies or individuals outside of The Bridge House Theatre. We will not share your personal information for marketing or any other purposes without your consent unless where required by law. If you have registered your interest with [www.bridgehousetheatre.co.uk](http://www.bridgehousetheatre.co.uk) and/or with any of our associated promoters, and thereby given your consent, you may be contacted with relevant promotions, offers or information that you have expressed an interest in or that might be of interest to you

### How we use your data

We only collect information that we need for specific purposes, which are:

1. For administration purposes (i.e. to take financial payment, to inform customers of cancelled / postponed performances)
2. To inform customers of future events (marketing lists)
3. To inform other arts organisations for information/marketing purposes (third party info).
4. For purposes of analysis to inform audience research and statistical reporting

### How we keep your data secure

- Your details are encrypted on our Box Office server, which is stored in a secure location.
- The database is password protected and can only be accessed by authorised staff.
- Workstations are also password protected and locked when left unattended.
- Any printed material with your Personal Data on is shredded once used.
- Transactions over the internet are managed by our ticket hosting service Tickets.com. Their system encrypts all your personal information, including credit card number, name, and address, so that it cannot be read if intercepted by a malicious third party.
- When you input any Personal Data into [www.bridgehousetheatre.co.uk](http://www.bridgehousetheatre.co.uk) or request services from us, we use appropriate physical, electronic and managerial security measures to try to prevent that Personal Data from being accessed by unauthorised persons and to ensure that you may input Personal Data safely. This means that sometimes we may ask for proof of identity before we disclose Personal Data to you.

### How we ensure it your data relevant and up to date

- We only hold as much as we need, and only for as long as we need it.
- Accounts that have not purchased from us in the past 2 years are automatically deleted from our database.
- If you wish to correct, update, amend or remove any information we hold about you, you may do so at any time by contacting our Box Office. Members may also use the "Edit" section when you are logged in online.
- We confirm your details each time you book with us.
- If you do not wish to receive further updates from us please e-mail [boxoffice@bridgehousetheatre.co.uk](mailto:boxoffice@bridgehousetheatre.co.uk).

By accepting the Conditions or by using the services on [www.bridgehousetheatre.co.uk](http://www.bridgehousetheatre.co.uk) you consent to the collection and use of your Personal Data by us for the purposes outlined above and for any other purpose which is reasonably necessary for the provision or proper administration of our service.