

## Privacy Policy – website and ticketing

Chetham's is committed to protecting your privacy and ensuring all of your personal information is safe and secure. This privacy policy outlines how we will use, maintain and disclose data collected from users of our website.

### The information we collect

We may collect, store and use the following types of personal data:

- Information about your computer and about your visits to and use of this website, such as your IP address, geographical location, browser type, referral source, length of visit and number of page views. Please note that this information does not identify any individual user.
- Details of any transactions you have made when booking tickets.
- Information that you provide to us for the purpose of registering with us.
- Information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters.
- Any other information that you choose to send to us.

### How we will use this information

We may use your information to contact you about further events and services that you have requested. We may also contact you regarding events and services which we think may be interest to you, or share your information with selected organisations which may also be of interest to you, but only if you choose to allow us to do this when providing us with your details. If you no longer wish for us to use your information in this way, you may unsubscribe at any time or contact us to request the removal of your details from our lists.

### Information relating to ticket purchases

We will only send marketing communications to you in accordance with the preferences you have indicated to us through the online registration process or in conversation with Box Office staff. If you have elected not to receive marketing communications from us, we may still contact you about your booking or with information relevant to the event you are attending, such as information about transport issues, artistic changes or a concert cancellation.

We will never share, sell, or rent individual personal information with anyone without your advance permission or unless ordered by a court of law. Information submitted to us is only available to employees managing this information for purposes of contacting you or sending you emails based on your request for information and to contracted service providers for purposes of providing services relating to our communications with you.

### Cookies

We use cookies on this website. A cookie is a text file sent by a web server to a web browser, and stored by the browser. The text file is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.



We may send a cookie which may be stored by your browser on your computer's hard drive. We may use the information we obtain from the cookie in the administration of this website, to improve the website's usability and for marketing purposes. We may also use that information to recognise your computer when you visit our website, and to personalise our website for you.

Cookies are necessary to the process of booking your tickets through our website, using the Ticketsolve system, however they are only temporary. Other temporary cookies present on our website are there to ensure that website content is displayed correctly, and will disappear when your user session has ended. We cannot be responsible for cookies relating to third-party features such as Facebook, Twitter, Google etc.

We may use Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information. Google's privacy policy is available at: <http://www.google.com/privacypolicy.html>.

#### **Disclosure of information**

The transmission of information over the internet is not completely secure. We will do our best to protect your personal data, but we cannot guarantee the security of the data transmitted to this site and any transmission is at your own risk. Please be aware that Chetham's may be obliged to give information to the relevant authorities if required to by law, in which case we will comply with judicial proceedings.

You have a legal right to request access to any and all data we hold under your account at any time. If you wish to make such a request, please contact us in writing using our online Contact Form, selecting the option 'Box Office enquiries', or by post to the address shown on our website.

#### **Unsubscribing**

If at any time you wish to unsubscribe from our emails, or to change and update your personal information, please contact us.

#### **Privacy policy amends**

We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page regularly to ensure you are happy with any changes. We may also notify you of changes to our privacy policy by email.

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