

THAXTED FESTIVAL

Privacy Statement

4 May 2018

Thaxted Festival (Thaxted Festival Foundation) offers a range of services, transactions and communications which may request data from you.

This statement sets out how we collect and use your data, and applies to anyone who visits us or corresponds with us by telephone, e-mail or in person.

Please read it carefully and if you have any questions please contact thaxtedfestival@btconnect.com.

Amendments to this Privacy Statement

We may revise and update this Privacy Statement at any time and we will indicate when it was last revised. Please periodically review the Privacy Statement, as your continued use of this site and/or related Thaxted Festival channels indicates your agreement with any changes that we make.

When do we collect information from you?

We collect information that you give us by filling in forms, either online or in person, and when you correspond with us by phone, e-mail or otherwise. This includes information you provide when you:

- subscribe to our mailing list;
- make bookings online, by post or in person;
- join our Thaxted Music Lovers scheme;
- donate or provide sponsorship to us;
- are a Thaxted Festival Foundation member;
- donate to us by Gift Aid.

The personal data we collect about you may vary depending on the service you request from us, and the details you supply us with. This will include some or all of:

- your name;
- your email address;
- your postal address;
- your telephone number.

If you donate to Thaxted Festival, we will ask for your postal address for the purposes of administering any Gift Aid contributions you elect to provide, to keep you up to date with how your gift makes a difference and to let you know about future opportunities to support Thaxted Festival.

Age/date of birth

Whilst we do not collect your age or date of birth details when you purchase tickets, we reserve the right to ask you or your guests to confirm their age group when entering an event, for the purpose of ensuring you have purchased a valid ticket (which will apply for example to discounted tickets for specified age groups).

Access requirements

Where necessary, we collect and temporarily store access requirements so that we can best meet your needs for disabled car parking, access, wheelchair and carer seating, etc., for specific events.

Payment details

When you purchase tickets online from Thaxted Festival, we will collect payment information from you such as credit or debit card details for the purposes of taking payments. Online payments are processed securely through our ticketing system which is provided by our ticketing partners

Tickets.com.

When you purchase tickets by post or in person and use a printed booking form, the forms with your credit or debit card details are kept securely in our registered office, and retained for our records for as long as is reasonably necessary for financial and accounting purposes, after which they are destroyed. Cheque payments are kept securely in our office and presented to the bank as soon as possible after receipt.

Other Information we collect

If you correspond with us generally, for example to raise a query, comment or complaint about any of our services, we will also collect any other information you choose to send to us in that correspondence.

When using our website we may also collect some technical (not personal) information about how you use our website, for example the type of device you are using, your operating system, IP address, the web address you arrived at our site from, and length of visit.

How do we use the information you provide?

Where you have disclosed your information to us, we use information:

- because it is necessary to administer the services you have requested from us from time to time and fulfil our obligations to you in providing these services; or
- in the case of our profiling (see below) in order to pursue Thaxted Festival's legitimate interests in informing you by email or other means of similar events organized by us which we think may interest you. Where we process your personal data on this basis, we will only do so where it does not prejudice your own privacy rights.

Mailing lists

We will use your personal information to provide you with Thaxted Festival news and information from time to time, and with opportunities to support Thaxted Festival, in accordance with the preferences you have indicated for communication with us.

Emails are currently sent through the Mailchimp email platform. Your email and other details are held securely in this system. From time to time we transfer your information in a secure manner from our database to Mailchimp and vice versa.

Profiling

We retain details of your booking history so that from time to time we may send you specific information about Thaxted Festival events, performers, etc., which might interest you, based on events which you have attended in the past.

Site monitoring

We may also use information we collect to:

- administer our website and make sure you can use it properly and effectively;
- respond to any questions, requests or complaints we receive from you;
- analyse the use of our website; and
- improve our website.

We won't use your information for any purposes except those above without letting you know and getting your permission if necessary.

Sharing information

We do not share your personal information with any other organisations or providers. We send information and communication about Thaxted Festival directly to you. We will not send you information about other organisations or events organized by others, with the exception of occasional performance events organised by Thaxted Parish Church within Thaxted Church itself.

For how long do we keep your personal information?

We keep your personal information for as long as we need to for the purposes for which it was collected or (if longer) for any period for which we are required to keep personal information to comply with our legal and regulatory requirements or until you ask us to delete your personal data, in accordance with your rights below. We will regularly assess the personal data that we hold to determine its relevance and destroy your personal data if we no longer require it or no longer provide any services to you, or if you require us to.

Your rights

You have a number of rights in relation to your personal data. These include the right to:

- find out how we process your personal data;
- request that your personal data is corrected if you believe it is incorrect or inaccurate;
- obtain restriction on our, or object to, processing of your personal data;
- ask us not to process your personal data for our own marketing purposes;
- withdraw your consent to our processing of your personal data; and
- obtain a copy of your personal information which we hold about you. We will take steps to verify your identity before responding to your request and will respond as soon as possible and in any event within a month.

Further, if you do not wish to receive any marketing information from us, you can unsubscribe from such notifications at any time using the link on any e-mail that we send to you, or at any other time by getting in touch with us using our email thaxtedfestival@btconnect.com. You can also manage your communication preferences at any time online when you have set up an online account with us

to purchase tickets. You may also update your contact information with us at any time by any of the means described in this paragraph.

At the end of your relationship with us you can ask us to delete your personal data and we will do so as far as we are reasonably able and subject to our legal requirements to retain such data. You can also request that we provide you with written confirmation (including in the form of a certificate) of the deletion of your personal data, which we will provide if we have deleted that data and can provide evidence of this.

Contact Us

If you would like to exercise any of your rights outlined in this policy or have any questions about the ways in which Thaxted Festival handles your personal data, please contact us at thaxtedfestival@btconnect.com.