

## **Privacy Statement**

# **TOADS THEATRE COMPANY PRIVACY NOTICE**

## **What this Privacy Notice covers**

This Privacy Notice cover the activities of TOADS Theatre Company. The data controller is the relevant company whose services are being used (collectively referred to in this Notice as "TOADS" or "we" "our" or "us").

We are committed to doing the right thing when it comes to how we collect, use and protect your personal data. That's why we've developed this Privacy Notice which:

- sets out the types of personal data that we collect
- explains how and why we collect and use your personal data
- explains the rights and choices you have when it comes to your personal data

## **What Personal Data Do We Collect?**

This section tells you what personal data we may collect from you when you use our Services.

When you register as a customer of TOADS we will collect:

- Your personal details, including name, address, email addresses, phone numbers and title.

In addition to the above, if you shop with us online via our website we may collect:

- Your account password
- Information about your purchases (for example, what you have bought, when and where you bought it and how you paid for it)
- Google analytics information regarding URL, Java and flash enabling, and other browser information;

Whenever your account is used we will collect transactional information purchases, payment method, date and time of purchase.

## **How and why we use personal data**

This section explains in detail how and why we use personal data.

We use your personal data to ensure we can deliver our services to you as follows:

- Manage the account(s) you hold with us;

- Process your orders and refunds;
- Communicate with you about your account or the services required;
- Communicate with you in emergencies or in relation to a cancelled production;

We need to process your personal data so that we can manage your customer accounts, provide you with the products you want to buy and to help you with any orders and refunds you may request.

We will also use your data to:

### **Contact and interact with you**

We may contact you about our productions, for example by phone, email, text or post or by responding to social media posts that you have directed at us.

We want to serve you better as a customer so we use personal data to provide clarification or assistance in response to your communications and to respond to your queries.

**We will not share personal data with anyone else or any other company**

## **How we protect personal data**

We know how important it is to protect and manage your personal data. This section sets out some of the measures we have in place.

We enforce physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personal data. We may occasionally ask for proof of identity before we share your personal data with you.

However, whilst we take appropriate technical and organisational measures to safeguard your personal data, please note that we cannot guarantee the security of any personal data that you transfer over the internet to us.

## **Marketing and Market Research**

This section explains the choices you have when it comes to receiving marketing communications and taking part in market research.

We will send you relevant offers and news about our productions in a number of ways including by email, but only if you have previously agreed to receive these marketing communications. When you register with us we will ask if you would like to receive marketing communications, and you can change your marketing choices online, over the phone or in writing at any time.

## **Your Rights**

Under the General Data Protection Regulation, you have the right to see the personal data we hold about you. This is called a Subject Access Request.

If you would like a copy of the personal data we hold about you, please write to:

Data Privacy Officer, TOADS Theatre Company, St Marks Road, Torquay TQ1 2EL or  
email: [boxoffice@toadslittletheatre.co.uk](mailto:boxoffice@toadslittletheatre.co.uk).

We want to make sure that the personal data we hold about you is accurate and up to date. If any of the details are incorrect, please let us know and we will amend them.

## **Changes to this Privacy Notice**

We reserve the right to make changes to this Privacy Notice from time to time, so please take the time to review periodically.

*Last reviewed May 2018*