

PRIVACY POLICY



The Mansfield Palace Theatre 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 and ticketing system.

Your data

Our online Box Office is managed using **Ticketsolve**, and payments are processed through **Realex**. All orders – including those made by telephone, online or in person – will be processed through these systems.

You have the right to opt out of any communications, or to ask that your details be removed from any or all of our databases, at any time – please click the link in any email we send, call us on 01623 633133 or email palacetheatreboxoffice@mansfield.gov.uk to update your preferences.

Realex Payments

These are a highly trusted online payment card processor, accredited with the Account Information Security certification by VISA and compliant with Payment Card Industry Data Security Standard Version 3.22, the highest level of compliance. We do not store your bank details on our system.

Mailchimp

If you sign up to our email list, your details will also be held on MailChimp which is integrated with the Ticketsolve system.

Third Party

Many artists who perform at The Mansfield Palace Theatre also play at other venues in Nottinghamshire and further afield. If you give permission for your data to be shared with the artists or promoters of events which you attend, then we may pass your contact details to those artists or organisations.

We will never sell any part of your data, nor share it with any artist or promoter whose events you haven't attended. We may, from time to time, contact you ourselves to let you know about events by other promoters which we think you might enjoy.

Children's Data

To read how we handle data relating the children, please read the separate policy. This applies to children under 16 who we hold information for e.g. Youth Theatre.

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 you as an 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 brochures and direct mail.
- 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, please call us on 01623 633133 or email palacetheatreboxoffice@mansfield.gov.uk to update your preferences.

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.

Google Analytics

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>.

Unsubscribing

If at any time you wish to unsubscribe from our emails and/or brochures and direct mail or to change and update your personal information, please call us on 01623 633133 or email palacetheatreboxoffice@mansfield.gov.uk to update your preferences.

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 The Mansfield Palace Theatre may be obliged to give information to the relevant authorities if required to by law, in which case judicial proceedings will be complied with.

Breaches

If Mansfield Palace Theatre suffers a security breach and personal data is compromised, they will notify the Data Protection Officer at Mansfield District Council and the ICO within 72 hours.

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.

GLOSSARY



Anonymous Data	Data held for the purpose of profiling e.g. postcode and genre of show attended.
Audience Agency	The Data Processor that analyses customer profiles to help make informed decisions.
Cookies	A cookie is a text file sent by a web server to identify and track the web browser.
Data Controller	The organisation that decides what data is collected, used for and who it is shared with. In our case, this is Mansfield Palace Theatre.
Data Processor	The body that collects, stores and transfers personal data. In our case, this is Ticketsolve and occasionally Audience Agency.
Data Subject	An individual whose personal information is the data in question. In our case, this is the customer.
Google Analytics	Google Analytics generates statistical and other information about website use. The information generated relating to our website is used to create reports about the use of our website.
ICO	Information Commissioner's Office is the formal body that regulates GDPR
Mailchimp	This is our integrated email marketing system that is linked into Ticketsolve.
Personal Data	Information that directly relates to an individual. E.G. name, address, phone number, email, photo's, genetic and economic data.
Privacy Policy	A clear statement of intent written by the service provider. It should be accessible and written so that the reader can easily understand the purpose of any data collection.
Processing	This refers to the collection, storing and transferring of personal data.
Profiling	This involves the processing of information to evaluate aspects of the data subjects behaviour and helps make decisions or takes actions. In our case this would be Ticketsolve and Audience Agency.
Realex	Our highly trusted online card payment processor.
Third Party	Outside of Mansfield Palace Theatre
Ticketsolve	Our booking system is provided by a company called Ticketsolve.