

## Leckhampton Players – Privacy Policy

This notice is to inform of the nature of the personal data that we hold, how it is used, where the data is held, how you can request and view the data, how long the data is retained, and when the data is destroyed. This applies to anyone whose data we hold, including but not limited to Leckhampton Players Members and Patrons, and also members of the public who purchase tickets from the Leckhampton Players.

### Data collection, retention and use

#### Members and Patrons

When you join or renew Membership/ Patron of The Players you will be asked to provide your name, address, telephone number and e-mail address. This information is necessary to enable the Players to carry out its legitimate 'membership' activities; by signing a Players' membership form you will be consenting to the processing of the data provided as detailed in this notice. The information you provide will be entered onto the Membership Database managed by the Membership Secretary and Treasurer .

Your personal data will be used only for the purposes of contacting you regarding Players' Membership administration: for example membership renewal reminders and notices of general meetings, productions and newsletters. You will need to **Opt - in** to this service on the membership application or renewal form. If you do not **Opt-in** then we will not be able to communicate with you on anything other than basic Players' Membership administrative matters.

Personal data you have provided is not shared with any other organisation.

#### Purchase of tickets

When you purchase tickets from the Leckhampton Players, whether that is online, by telephone or in person, you may be asked to provide your name, address, telephone number, email address and payment information (credit/debit card information and billing details). This information is necessary to enable the Players to administer the sale of tickets to you. By purchasing tickets from the Leckhampton Players, you will be consenting to the processing of the data provided as detailed in this notice. The information you provide will be entered onto the Ticket Database managed by the Ticket Secretary and Treasurer.

Your personal data will be used only for the purposes of processing your ticket order: for example to send your tickets to you by post or email, to process your payment using your credit/debit card information, or to contact you in relation to your order.

**Payment information:** If you pay for your tickets by credit or debit card, your payment information is provided directly to our payment provider, Stripe. Stripe use this information solely for the purpose of processing your payment. The Leckhampton Players do not view, store or process your payment information, nor can we access this information at any time.

With the exception of payment information that is provided to our payment provider to process your payment, personal data you provide when you purchase tickets from the Players' is not shared with any other organisation, nor do we use this data to contact you regarding anything other than your ticket order.

## **Destruction of data**

### **Members and Patrons**

If you inform the Secretary that you no longer wish to be a Member or Patron of the Players, your personal details will be deleted or destroyed immediately. However, if you do not renew your Membership when requested all your personal details will be held for six months after your membership renewal date, after which point they will be destroyed.

### **Purchase of tickets**

When you purchase tickets from the Leckhampton Players, the personal data we collect is held for a maximum period of six months once the production your order relates to has ended. This six month period allows any necessary administration relating to the production to be completed. After this six month period your data will be destroyed.

### **Your rights**

Members of the public who have purchased tickets, Members and Patrons have the right to view the personal data held on them and request for the information to be deleted should it so be desired. However, if the basic information of name, address, telephone number and / or e-mail address is not retained for contact purposes then it may not be possible to administer your ticket order, or provide the Member or Patron in question with the information necessary for membership to be continued.

### **Requesting a copy of your personal data**

To request a copy of the data we hold about you, please contact the Secretary by email or letter using the contact details below.

### **Further discussion**

Should you wish to discuss data protection please contact the Secretary by email or letter:

Email: [dblowner11@gmail.com](mailto:dblowner11@gmail.com)

Post: Mrs D. Blower, Sec. Leckhampton Players, 2, St. David's Close, Warden Hill, Cheltenham, GL51 3HL