

Data Privacy Policy

Trinity Players is a 'not for profit' community theatre group. we are committed to protecting your personal information and being transparent about what information we hold about you. using personal information allows us to develop a better understanding of our patrons and in turn to provide you with relevant and timely information about the work that we do - both on stage and off. the purpose of this policy is to give you a clear explanation about how we collect and use the information we collect from you.

Our data principles.

- To provide clear, honest and open information to customers about how we use their data.
- To use data appropriately and in a way that would be reasonably expected by the customer.
- To be accountable and responsible: to take active steps to protect customer data from ' data breaches' and informing customers and the information commissioner as required by data protection law, should this occur.
- Trinity Players abides by data protection law, including the Privacy and Electronic Communications Regulations 2003 (PECR), the General Data Protection Regulations (GDPR) and the Data Protection Act 2018.
- To ensure our volunteers understand these principles and their responsibility in delivering them.

Information collection

- when you buy tickets via Ticket Source, or use our website we collect and store various types of personal information.
- When you sign up to membership, we collect and store hard copies of your personal information, which is stored securely. This information may include:
 - your title and full name
 - your email address, postal address and telephone number
 - Ticket purchase information and donation history
 - your contact and communication preferences along with any access requirements.
 - Date of birth (membership)
 - Medical conditions (membership)
 - Emergency contact details (membership)
 - Technical data such as your IP address and usage data (website)
- We sometimes record our events through photograph and film both for archive purposes and to help spread the word about the type of work we do. Members are advised of this in their contract/registration forms. Members can opt out.
- We may also collect information about you from other sources: ticket agents who share information with us when you book a ticket and information about how you use our data from analytics providers such as google.

Sensitive personal data

Data protection law recognises that certain categories of personal information are more sensitive such as health information, genetic and biometric data, information

about your race or ethnicity or your religious or philosophical beliefs or sexual orientation, political opinions or trade union membership. We do not usually collect this type of information about our customers except to accommodate access needs. We collect health information about our members in case of an emergency to facilitate speedy treatment by the emergency services and for chaperones to signify a child's needs. We will have additional security measures in place to restrict access only to people who need to see this information, and as, with other personal information that we collect, a commitment to deleting this information once the need for storing it has passed.

Access information: individual access requirements are requested and noted on a customer record in order for us to be able to address your needs during a visit and to enable us to monitor how well we are doing in attracting a broad audience. This information will be checked periodically to ensure it is up to date and will be removed every two years.

Safe storage of your data

your data is stored securely by Ticket Source our ticketing provider. ticket source uses encryption when processing payment cards and does not store card details within its system. only authorised members of Trinity Players who need to process your data have access to it.

We store our membership contracts as hard copies these are kept at a secure location and only authorised volunteers have access to the information which is used to safeguard the members and to keep them informed.

Marketing Communication

our processing of your personal data will have a lawful basis, either because it is necessary for our performance of a contract with you, because you have consented to our use of personal data, or because it is in our legitimate interest.

- Contract: when you purchase from us or make a donation to us, you are entering into a contract with us, in order to perform this contract we need to process and store your data. for example we may need to contact you by email or telephone in the case of cancellation of a show, or in the case of problems with your payment.
- legitimate interest: in certain situations we collect and process your personal data for purposes that are in our legitimate organisational interests. However, we only do this if there is no overriding prejudice to you by using your personal information in this way.
- for marketing communications we use our legitimate organisational interest as the legal basis for communications by post and email. in the case of postal mailings, you may object to receiving these at any time using the contact details at the end of this policy. in the case of email, we will give you the opportunity to opt out of receiving them during your first purchase with us. if you do not opt out, we will provide you with the option to unsubscribe in every email that we subsequently send you, or you can use the contact details at the end of this policy.
- we aim to communicate with you in ways that you find relevant, timely and respectful. to do this we use data that we have stored about you, such as what events you have booked in the past, as well as any preferences you have told us about.

How we use your data

your data allows us to process any sales or donations. it also allows us to provide the best possible customer service and to assist us with internal administration.

- to measure and understand how our audiences respond to a variety of marketing activities so that we can ensure our marketing is well targeted.
- to keep a record of the relationship you have with us, and use that to ensure that the communications we send you are personalised, and relevant to you and your interests.
- we may also share your personal data to comply with a legal obligation, such as when you exercise your rights under data protection law or when we have to report or respond to a request from any regulatory or government authority, or to meet national security or law enforcement requirements or prevent illegal activity.
- we will never share, rent or sell your personal information to any third parties for marketing purposes.
- some of the data we collect is required by law to fulfil our contract we have or are trying to enter into with you (eg booking a ticket). failure to provide this data may mean that we are unable to complete our service e.g if a show is cancelled and we need to get in touch with you to let you know but don't have any contact information.

Giving you control

you can unsubscribe from the mailing list at any time by emailing info@trinityplayershinckley.co.uk or writing to Trinity Players, 12 Brenfield Drive, Hinckley, Leicestershire, LE10 0UW

Members can opt out of photos and publicity; they can also ask for their information to be deleted. Members can choose to join the social media groups associated with Trinity Players and opt out of inclusion on the email list.

How long do we keep your information?

we will only keep your personal information in accordance with data protection law for as long as necessary to fulfil the purposes of satisfying any legal, accounting or reporting requirements. where your information is no longer required, we will ensure it is disposed of, deleted or cached in a secure manner. To determine the appropriate retention period for personal information, nature, and sensitivity of the information, the potential risk of harm from unauthorised use or disclosure of the information, the purposes for which we process your personal information and whether we can achieve those purposes through other means, and the applicable legal requirements.

Membership contracts are collected on a yearly basis, old forms are destroyed after 12 months. You can ask for this information or asked for it to be destroyed at any time during this period.

Links to third party websites

Trinity Players uses the commercial ticketing organisation: Ticket Source. Ticket Source collects name and address data for the purposes of accepting payment and

despatching tickets, our website also has links to YOUTUBE and our sponsors pages: these will have their own terms of usage that you should be fully aware of.

Trinity Players is not responsible for the privacy policy of other third party websites and recommends that users also check the privacy policies of these sites. Ticket Source with your permission will share your personal information with Trinity Players to be added to our mailing list.

Your rights

You have the rights under data protection law: the right to be informed, the right of access, the right of correction, the right of erasure, the right to restrict processing, the right to transfer data, the right to object and rights in relation to automated decision making including profiling. You may also object to the processing of your personal data for direct marketing services. For further details on your rights please see the guidance from the information commissioners office (ICO) which is the UK supervisory authority for data protection issues. please use the contact details for Trinity Players below if you would like to exercise any of these rights.

please get in touch with us if you have any questions about any aspect of our privacy policy

TRINITY PLAYERS
12 BRENFIELD DRIVE
HINCKLEY
LEICESTERSHIRE
LE10 0UW

info @trinityplayershinckley.co.uk

if you are not satisfied by the way we have handled any issues concerning your data you have the right to make a complaint at any time to the ICO. We would however appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance.

The ICO's contact details are as follows:

INFORMATION COMMISSIONER'S OFFICE
WYCLIFFE HOUSE
WATER LANE
WINSLOW
SK9 5AF

casework@ico.org.uk

changes to our privacy policy

any changes that we make to our privacy policy in the future will be posted on this page and where appropriate notified to you by email.

Updates to your data

It is important that the personal data we hold about you is accurate and current.

Please keep us informed if your personal data changes during your relationship with us.