

Privacy

The Phoenix Theatre, Blyth – Privacy Policy

1. Privacy commitment

The website www.thephoenixtheatre.org.uk is owned and operated by The Phoenix Theatre, Blyth. We are committed to safeguarding your privacy online and to this end have developed the following Privacy Policy to deal with issues which may concern you. Please read the Privacy Policy to understand how your personal information will be treated. This policy may change from time to time so please check it periodically. This update is current as 12th May 2018

2. Personal Information

2.1 The details which you provide about yourself and any information which identifies you such as your name, address, email address, telephone number, country of residence and credit and debit card details and any photograph ("Personal Information") may be retained by us if either you provide this information when using one of the services available on our website, such as subscribing to one of our email lists or when purchasing tickets or 2.4 below applies. Personal Information will be held on our system and used for operational purposes such as the processing of bookings and orders in connection with our on-line ticket and book ordering services and for mailing list subscriptions. If you opt in to marketing communications, your information may also be used to enable us and third party websites to display relevant and targeted advertisements, based on previous behaviour, purchases, or any other relevant information. In order to process a transaction, your Personal Information and card details may be passed to third party service providers. Card details will

only be used for the purpose of handling an individual transaction.

The Personal Information you supply to us, when you opt in to marketing communications, will be used by The Phoenix Theatre to keep you up-to-date with events and activities organised by, and news and information from The Phoenix Theatre and its co-producers, other arts organisations and our sponsors.

The Phoenix Theatre will only pass on your Personal Information for marketing purposes if the relevant box has been ticked.

Each e-mail we send you offers you the opportunity to amend these preferences, or you can ask us to do this by e-mailing boxoffice@thephoenixtheatre.org.uk

The only times your Personal Information may be shared with a third party are where: (a) we have your prior consent to do so; (b) we are using a third party to send targeted advertisements, using information about you such as an email address or site cookies, if you have opted in to receiving marketing communications and supplied us with your email address; or (c) as mentioned in 2.4 below. You can opt out of this targeting here.

2.2 If you would like to revise the information provided to us at any time, or feel what we currently have on record is incorrect, you may update the information by e-mailing boxoffice@thephoenixtheatre.org.uk

2.3 We may from time to time ask you for further information in order to update our records or for particular purposes. We will always tell you how we will use any further information received from you. From time to time we will need to send you our website and service announcement updates.

2.4

To tailor our communications and make our contact with you relevant, we use data supplied by you to help us decide which of our services and products to promote to you. If you have accepted analysis and advertising cookies we may also use your browsing behaviour on our websites for the same purpose.

We are a registered charity (No. 1149700) and rely heavily on voluntary contributions from our audience and other funders. Based on the frequency of your visits and purchasing patterns, we may promote our memberships to you or ask you for additional support for our work. If you are a member or donor, we may use a number of basic research tools to estimate your potential interest in other membership levels or in supporting us further.

From experience we know that our donors would expect us to have ascertained a level of interest and considered the appropriateness of a request for donations before approaching them. We therefore research some of our customers and supporters and occasionally potential supporters to find shared interests. This research may include information we hold on them (for example, payment methods and postcodes) and publicly-available information (for example, through social media, Companies House, Charity Commission), where they live, their age and similar demographics. In some cases, we will rely on legitimate interest for processing data of potential supporters. This means we may carry out initial research on potential higher level donors prior to requesting consent. This information will also help us to meet our obligations to protect the charity from financial fraud and risk. We do not use wealth screening companies to analyse our data.

2.5 You have the right to obtain from us an electronic or paper copy of all Personal Information concerning yourself, or to speak to a Phoenix Theatre representative on any matter, by e-mailing boxoffice@thephoenixtheatre.org.uk or writing to Chris Johnson, Theatre Manager, The Phoenix Theatre, 37a Beaconsfield Street, Blyth NE24 2DS. If you decide not to use our services any further or to instruct us to cease using your Personal Information as contemplated in this Policy, and notify us either in writing or by email as mentioned above, we shall destroy any retained Personal Information.

3. Log files

3.1 Every time someone visits our web site a log file is generated on our computer.

3.2 The log file records the time and date of your visit, the files that were requested, your IP (Internet Protocol) address, the referrer URL (if provided) and the browser version. We collect this information to help us diagnose problems and administer our systems and to audit the geographical make-up of users and how they have arrived at our site; that is, from what other sites have visitors arrived - this information being obtained from the referrer URL.

3.3 We do not normally link IP addresses to anything personally identifiable, which means that you remain anonymous even though we include your IP address in our aggregate information. However, we can and will attempt to use IP addresses to identify a user when we feel it is necessary to enforce compliance with our terms and conditions, or to protect our services and other users.

4. Cookie Policy

Cookies are small pieces of information that are stored by your browser on your computer's hard drive. They make it possible for us to provide our online ticketing service and track visitor statistics, such as returning visitors.

We use cookies to manage the shopping cart and user account pages. The cookies used for these functions are temporary cookies that are removed once the transaction has been completed or you log out. It is not possible to purchase anything on our website without accepting these cookies.

This website uses the following non-essential cookies:

Google Analytics cookies

These cookies are used to collect information about how visitors use our site. The cookies collect information in an anonymous form, so we don't know who is using our site. We use the information on how people use our website to compile reports and to help us improve the site. You can go to <http://www.google.com/analytics/learn/privacy.html> to find out more about Google Analytics cookies and how to opt-out of them.

Email and web tracking cookies used by The Phoenix Theatre:

These cookies are used to collect information about how visitors who have subscribed to our email lists are using the website. This data is not anonymised and we use the information to help improve our email communications and target specifically-tailored messages for our email subscribers. You can review and change your settings using the link just below.

Cookies used by Twitter and Facebook

These cookies provide information on visitors to Twitter and Facebook, check whether users are logged in to either

platform and set application cookies for Twitter and Facebook.

This website also uses advertising cookies and we offer the option to opt out of these to prevent them being set on your computer.

Review and change your settings here.

For more information on cookies, please visit:

aboutcookies.org

[Wikipedia](#)

Please note that we are not responsible for information available on these websites.

5. Use and disclosure of Personal Information

5.1 If you contact us we reserve the right to keep a record of that correspondence and incorporate the information it contains into our database.

5.2 If we are required by law or requested by the police or a regulatory or government authority investigating potentially illegal activities to provide information concerning your activities whilst using the network we shall do so. We may also disclose Personal Information to appropriate third parties to assist in anti-fraud checks and investigations.

6. How we protect information

6.1 We take every precaution to protect your information. To this end all Personal Information stored by us is kept on servers in a secure environment. Save as agreed by you for marketing purposes, only employees and approved contractors/developers we may appoint from time to time, and who need the information to perform a specific job, are granted access to personally identifiable information.

6.2 Regular security reviews are held by us to ensure that the site remains safe and secure for your protection.

7. Surveys and Promotions

From time to time we conduct surveys and promotions and may request information from you as part of these.

Participation in these is entirely voluntary and you therefore have a choice whether or not to disclose any information which might be required. We may also ask you whether you would like to receive promotional emails and mailings from us about our other products or services. Again, you are under no obligation to accept such information.

8. Users Under 18

If you are under 18, please ensure that you obtain your parent/guardian's consent beforehand whenever you provide Personal Information to the website. Users without such consent are not allowed to provide us with Personal Information.