

## **Privacy Statement**

**This statement comes into effect on 25<sup>th</sup> May 2018**

### **How do we collect information from you?**

We obtain information about you when you:

- Purchase tickets on our online box office Ticket Source (whether in person/by telephone/via our website)
- Sign up to our mailing list via
  - Ticket Source
  - Our website
  - Email request
  - MailChimp
- Making a donation (including completing a Gift Aid form (whether electronically or manually))
- When you enter into a hire agreement with us

### **What type of information is collected from you?**

The personal information we collect includes:

- Your name, address, email address, IP address.
- Your credit and debit card information.
  - For bookings made online, via Ticket Source, please note that this information is not retained by us; it is collected by Ticket Source, who specialise in the secure online capture and processing of credit/debit card transactions
  - For bookings made on the phone, your credit/debit card details are taken verbally and input straight into the credit card terminal: this data is kept by World Pay, not the OSO.

### **What are the legal grounds for our processing of your personal information**

*With your consent or explicit consent*

We will use the data for some direct marketing communications

*To comply with our legal obligations*

We are legally required to hold some types of information to fulfil our statutory obligations for example in relation to invoicing and Gift Aid. We will hold your personal information on our systems for as long as is necessary for the relevant activity.

### **How is your information used?**

We may use your information to:

- Process a donation you have made
- To draw up an invoice
- For those who have opted-in to receive our regular updates, we may send you a mailout via MailChimp

### **Who has access to your information?**

Third Party Service Providers working on our behalf:

- MailChimp
- TicketSource, our online box office
- Sage, our accounts package

We may pass your information to our third party service providers, for the purposes of completing tasks and providing services to you on our behalf (for example to process donations and send you mailings). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service. We will not release your information to third parties for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law.

### **Your choices – how can you withdraw your consent**

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us then you can:

- Unsubscribe from our newsletters
- Email us

We will not contact you for marketing purposes by email unless you have given your prior consent. You can change your marketing preferences at any time by contacting us by email: [info@osoarts.org.uk](mailto:info@osoarts.org.uk).

### **How you can access and update your information**

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: [info@osoarts.org.uk](mailto:info@osoarts.org.uk).