

Birr Theatre and Arts Centre Privacy Policy

May 2020



Birr Theatre & Arts Centre values our customer and staff data and will endeavour to keep this data safe at all times. We will never sell, share or use your personal information other than as described here. We operate in line with the EU GDPR (May 2018) data protection guidelines.

This Privacy Policy is meant to help you understand what data we collect, why we collect it and what we do with it.

Opting in / Opting Out

Once you have given your consent, you can amend or withdraw your consent at any time. Under certain circumstances, you have rights under data protection laws in relation to your personal data. These include (but not limited to) the right to:

- Request access to your personal data
- Request correction of your personal data
- Request erasure of your personal data
- Object to processing of your personal data
- Request restriction of processing your personal data
- Request transfer of your personal data
- Right to withdraw consent

Ticketing Data

When a customer purchases a ticket, gift voucher, merchandise or membership through our Box Office their name, email, postal address, phone number will be stored by our ticketing partner, TicketSolve. No full credit card numbers are stored on our server or TicketSolve's servers. We use Realex for payment gateway.

Online Data

When customers book tickets online, data (name, email, postal address, phone number) is shared between Birr Theatre & Arts Centre, Realex and TicketSolve in order to process the transaction. Where patrons have opted to provide their details for mailings, data will be shared with MailChimp (our email partner). TicketSolve acts as a data processor on behalf of Birr Theatre & Arts Centre (data controller).

TicketSolve, Realex, MailChimp and Birr Theatre & Arts Centre has implemented appropriate technological measures to protect against accidental loss, destruction, damage, alterations or disclosure. Privacy Notices for all providers are available on their sites.

Website Cookies

When someone visits our website (www.birrtheatre.com) we use a number of third party services to collect standard internet log information and details of visitor behaviour patrons. We do this to find out things such as the number of visitors to the various parts of our website, types of devices used, times of the day our website it visited, length of time spent on a page and other such information.

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Disabling Cookies

You can prevent the setting of cookies by adjusting the settings on your browser. Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies may result in the disabling of certain functionality and features on our website.

Record Retention Periods

GDPR set's out the principle that personal data shall not be kept for longer than is necessary for the purpose or purposes for which it was obtained. Birr Theatre & Arts Centre has the following data retention periods:

Customer Data

Customer data on TicketSolve

Remove after 5 years of inactivity

Customer data on MailChimp

Remove after 5 years of inactivity

Consent/Registration Forms

Remove after 2 years

Staff

Records of taxes

Duration of employment plus 7 years

Record of annual leave, hols etc

Duration of employment plus 7 years

Recruitment Records

Retained for 7 years

(Unsuccessful applicants)

Recruitment Records

Retained for 7 years

(Successful applicants)

Garda Vetting Records

Confirmation Notices held for 7 years

Health & Safety Records

Accident/Incident Report

Retained for 7 years

Mailing Lists

When a customer signs up for our mailing list, either at the time of booking or separately through our sign-up form on our website, we collect personal information (name, email, postal address, phone number). Birr Theatre & Arts Centre facilitates ticket sales for festivals; Birr Festival of Music, Scripts Playwriting Festival, OFFline Film Festival and Hullabaloo! Children's Arts Festival. Customers who buy tickets for these events are entering into a contract with Birr Theatre.

We use that information for a number of reasons:

- to share information e.g. upcoming shows, packages, friends programme, fundraising opportunities;
- to contact customers if we need to obtain or provide additional information about their booking;
- to check our records are right and to check every now and then that customers are happy and satisfied;

We also gather statistics around emailing opening and clicks using industry standard technologies to help us monitor and improve our marketing activity.

Customer can unsubscribe by clicking the *unsubscribe* link at the bottom of any of our emails or emailing our data protection officer at info@birrtheatre.com at any time.

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Changes to our Privacy Policy

We may update and review this policy. All new versions will be dated.

Access to your personal information

All customers and staff are entitled to view, amend or delete the personal information that we hold.

Please email a request to our data protection officer on info@birrtheatre.com to request same.

This policy was last updated on: date: 21 / 05 /2020

Emma Nee Haslam, Venue Manager

Signed: _____