

Privacy Policy

Bournemouth Little Theatre Club Ltd is committed to protecting personal information. This Privacy Policy relates to our use of any personal information we collect.

Our Privacy Policy relates broadly to these groups of people:

Audience: the people who attend our shows, visiting shows and events and/or have requested information about the theatre.

Members: people who pay to become/be a member of the Bournemouth Little Theatre Club Ltd.

Supporters: people who are not members but are supporting the activities of the Club in a particular way. This involvement may include but not limited to: set construction; costumes; properties; make-up and hair; publicity; front of house; backstage; administration; website; design; technical; directing; sponsorship; donations; consultants; those giving specialist advice to the Bournemouth Little Theatre Club Ltd.

Suppliers: organisations and businesses that provide goods or services to the theatre.

Committees: Trustees, Management Committee and Play Selection Committee.

The personal information we collect from you

Audience: Our email database contains your name and email address. Our box office database contains your name, address, email address and telephone numbers so we can contact you with information relating to Bournemouth Little Theatre Club Ltd only. We may hold details on previous bookings, group bookings and any preferences you may share with us.

Members: Our membership database contains your name, address, phone number(s), email address and data on your membership preferences. We also hold information on dates joined, renewals and details on payments and your membership.

Supporters: We collect basic information such as name, address, telephone number, email address, quotes, emails.

Suppliers: We collect basic information such as name, address, telephone number, email address, quotes, emails.

Committees: We collect basic information such as name, address, telephone number, email address, emails. For the Trustees information is also held at Companies House in line with legal requirements.

How we use information and data

Audience: We will send you regular bulletins via email with news about the theatre and our shows and other shows and events that appear at the theatre. There is an *unsubscribe* option on every email. We will perform some basic interrogation of our email statistics, such as open-rates and click-through rates via various software. Members, group bookers and ticket holders may receive limited further information by post and email from time to time. We may contact you by telephone if there is problem with tickets or

changes to a performance you are booked to attend. We will not share your information with any third parties without your consent.

Members: We will use your information to send you newsletters, letters or emails to give you details of Annual General Meetings, shows, rehearsals, production meetings, casting, news from meetings and general events that are likely to be of interest to you. Your name, and possibly photograph and biography may appear in newsletters or show programmes, website or other publicity relating to a production you are involved in. Your information may be shared with committee members for use in legitimate interest and in line with GDPR regulations. Please be aware that our show programmes, website and publicity are public documents and that our newsletters are shared with other members and supporters of the theatre. We will not share your information with other third parties without your consent.

Supporters: We will use your information as and when required to contact you for Bournemouth Little Theatre matters related to your involvement with us. We will not share your information with other third parties without your consent.

Suppliers: We will use your information as and when required to contact you for Bournemouth Little Theatre matters related to your involvement with the Bournemouth Little Theatre. We will not share your information with other third parties without your consent.

Committees: We will use your information as and when required to contact you for Bournemouth Little Theatre matters related to your involvement with the Bournemouth Little Theatre. We will not share your information with other third parties without your consent.

How we use information held by our Box Office Systems

The Box Office at Bournemouth Little Theatre Club Ltd process tickets and sales by telephone, email, post and in person. Processing tickets may display your name, address, email address and telephone number. For reporting purposes, we may interrogate data held in the box office to inform our business planning, but personal data will not be shared with any third parties. We may hold your personal details in our records in case we need to contact you with further information if there is a change to performance details, for example.

Tickets booked via the website are linked to Ticketsource.co.uk. You can find details of their Privacy Policy on their website.

Security

We put in place reasonable security measures to protect against any unauthorised access or damage to, or disclosure or loss of, your information.

Your Rights:

Audience, Members, Supporters and Committees: Please let us know if your information changes as it is important the information we hold about you is accurate and up to date.

You have the right to request a copy of all the information we hold about you in an Access Request. To do this, simply write to us at the address below. We will take all reasonable steps to confirm your identity before providing you with details of any information we may hold about you. You can ask us to remove your information from our records at any time and cease any further communication. You can do this by writing to the address below.

Members, Supporters and Committees: We will keep your information indefinitely after you remain an active Member, Supporter or sit on a Committee. We keep your information because you may resume your connection with and take part again in our activities. However, you can ask us to remove your

information from our records at any time and we will do so and cease any further communications. You can do this by writing to the address below.

Changes to our Privacy Policy

We may amend this Privacy Policy from time to time; for example, to keep it up to date or to comply with legal requirements. If there will be any significant changes made to the use of your information in a manner different from that stated, we will seek your permission first.

How to Contact Us

For any questions or concerns relating to this Privacy Policy or our data protection practices, or to make an Access Request, please contact us in one of these ways:

By email: bourne-mouth-little-theatre@gmail.com

By post: Bournemouth Little Theatre Club Ltd
11 Jameson Road
Bournemouth
BH9 2QD

Updated: 27 April 2019