



1. Purpose

At Chesterfield Operatic Society we are committed to protecting and respecting your privacy. Our Privacy Policy is intended to operate in accordance with recommendations of 'The Information Commissioner's Office' and to comply with the requirements of the General Data Protection Regulation (GDPR). The Policy sets out the basis on which the personal data collected from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our policy and practices regarding your identifiable personal data.

2. What type of information is collected?

We may collect and process the following information from you:

Information that you provide when booking tickets for events, shows or other performances displayed on our website. If you contact us we may keep a record of that correspondence. As a visitor to this site you may be asked to provide us with personal information such as your name, address, telephone number and email address when you fill out a form. This information is collected for our administrative purposes only. The only mandatory information that we require is that you provide us with at least with your full name and e-mail address. We need this information to be able to complete a ticket sale and to deliver the relevant documentation to you by email. It also allows us to contact you if required.

3. Retention of your personal data

We keep a record of your booking history including, but not limited to, performances, booking dates and ticket types that you book. We take appropriate measures to ensure that any personal data is kept secure. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data when transmitted to us and any transmission is at your own risk. Once we have received your information, we will use appropriate procedures and security features to try to prevent unauthorised access. If you have any questions about how we use and store data collected which relates to you please contact us by sending a request by email to the contact details below.

4. Disclosure of your information

To enable you to book tickets through our website we may disclose your personal information to third parties involved in this process. In particular we use the services of Chesterfield Theatres or TicketSource to host our on-line ticket sales. To view the privacy policy of TicketSource please go to <https://www.ticketsource.co.uk/kb/terms-of-use/customer-data-privacy-policy> and to view the privacy policy of Chesterfield Theatres please go to <https://chesterfieldtheatres.co.uk/our-theatres/website-privacy-policy>

We may also disclose your information if we are under a duty to disclose or share your personal data in order to comply with any legal obligation or to protect the rights, property, or safety of COS, our users and any third party with whom we interact to provide the services that we offer.

5. Payments

Payment including your credit and debit card details is handled separately, and securely, by Chesterfield Theatres or TicketSource. Those details are never gathered by us and we never have access to them and therefore we do not store them.



6. How we process your information, and for what purpose?

We require the information for the following reasons. We need your name and e-mail address to send you information about future shows and events of COS. If you do not wish to be contacted about our future shows and events simply check the relevant box during the booking process or at any time you can send an email to contact@costheatre.co.uk instructing us to remove your details from our mailing list.

7. Where we store your personal data

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (“EEA”). By submitting your personal data, you agree to this transfer, storing or processing. We agree to take all reasonable precautions necessary to ensure that your data is treated securely and in accordance with this privacy policy.

8. How do we protect your information?

We follow the Information Commissioner’s Office’s recommendations for our own data security. Our Payment Processor use their own security measures to keep your personal banking details safe, including safeguards such as firewalls and data encryption.

9. What rights do you have to access, change or remove your information?

You have the right to ask us not to process your personal data for marketing purposes. We will inform you (before collecting your data) if we intend to use your data for such purposes. You can exercise your right to prevent such processing by checking/ticking certain tick boxes we use when collecting your data. You can also exercise the right at any time by contacting us using our contact details set out below. Among others, you have the statutory right to a copy of the information we have collected from you. Additionally, you are entitled to have inaccurate personal data rectified or destroyed. COS can be contacted by email at contact@costheatre.co.uk

10. Website recording

Like many other websites, the chesterfieldoperaticsociety.co.uk website uses cookies. ‘Cookies’ are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

Main Cookies used on our site:

- **Google Analytics**

These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

For more information on Google Analytics’ privacy policy, visit here:

<http://www.google.com/analytics/learn/privacy.html>



Privacy Policy

Chesterfield Operatic Society (COS)

- **Google Maps**

These are Google Maps third party cookies, which are unique identifiers to allow traffic analysis to Google Maps.

11. 16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

12. External links

The COS website may contain links to other sites and use of your personal information is controlled by the privacy policy of that site. We do not accept any responsibility or liability for the privacy policies of external websites and your use of external websites is at your own risk.

13. Changes to our Privacy Policy

We reserve the right to alter our Privacy Policy at any time. Any changes we may make to our Policy in the future will be notified and made available to you using the Website. Your continued use of the services and the Website shall be deemed your acceptance of the varied Privacy Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to contact@chesterfieldoperaticsociety.co.uk or by writing to Chesterfield Operatic Society, 5A Abercrombie Street, Chesterfield, S41 7LW.