

The Dedham Players Data Privacy Policy

Overview

Protecting your privacy is important to us and we strive to keep all information relating to you confidential. When you purchase tickets or contact us you may voluntarily provide us with information about yourself. The purpose of this Data Privacy Policy is to explain what personal data we may collect and how that personal data might be used and how we protect your personal data and privacy.

Who are we?

The Dedham Players are an amateur dramatics society and present shows in the village of Dedham, Essex. We are the Event Organiser and Data Controller and contract with TicketSource, an online ticketing software provider (who also comply with GDPR rules and regulations) to deliver online ticketing services for us. Therefore, TicketSource is acting on behalf of us in collecting data but it is The Dedham Players who decides what happens to your Personal Data. We also use Mailchimp to deliver emails to you based upon the data that we hold and, as such, they operate as a Data Processor and also comply with GDPR rules and regulations.

What is the legal basis for processing your personal data?

Data Processing is necessary for the performance of a contract (i.e. the processing of ticket bookings on behalf of the Event Organiser) Also Processing is necessary to deliver marketing emails to you as per your original request when joining our mailing list.

How do we process your personal data?

The Dedham Players and its agents, TicketSource & Mailchimp, complies with its obligations under the General Data Protection Regulations (GDPR) by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining unnecessary data; by protecting personal data from loss, misuse, unauthorised access and disclosure.

What data do we collect?

The Dedham Players only collects personal information about you when you specifically provide us with such information on a voluntary basis. The information that we may collect includes:

- Name
- Address
- Email
- Contact number

How do we use your personal data?

We may use your data for the following purposes:

- To process ticket bookings (including the booking, payment processing and ticket delivery)
- To send you email communication regarding your booking (to include booking reminders or to advise you of an event cancellation)
- To assist you with any query that you may have with your booking or payment
- To advise you of forthcoming promotions.

Sharing your personal data

The Dedham Players will not use your contact details for any other marketing activities and we do not sell Customer contact details to Third parties. TicketSource will only contact you regarding an existing booking or booking attempt. TicketSource will, on behalf of the Event Organiser, securely forward your contact details to our Mailchimp account in order for us to provide you with information of future events.

Marketing Activities

During the TicketSource booking process, we will ask if you would like to be included on our mailing list. If you decide to opt in to these marketing lists, you agree that we can send you marketing information, until such a time that you indicate to us a preference not to receive further information.

Your Rights and your Personal Data

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your Personal Data held by The Dedham Players, please contact us using the contact details listed below.

Under GDPR you have the following rights:

- Right to be informed of why your data is being processed
- Right of access to the Personal Data held
- Right of rectification if incorrect data is held
- Right to erasure (may be subject to the ticket booking contract retention period)
- Right to object to processing

To instigate any of your rights under GDPR, you will need to contact The Dedham Players who are responsible for how your Personal Data is used.

Please Note: You will always have the option to unsubscribe from the mailing list in all marketing communications that we send to you.

Other websites

Our website may contain links to other websites. This Data Privacy Policy only applies to The Dedham Players website so when you link to any other website you should read their own privacy policies.

Contact Details

To exercise any relevant rights, queries or complaints regarding TicketSource and the handling of your Personal Data, please contact:

The Data Controller, The Dedham Players
The Barn, Manningtree Road, Stutton, IPG 2TE
Email: dedhamplayers@gmail.com

How to make a complaint

If you are unhappy with the way in which your personal data has been handled you may, in the first instance, contact us using the contact details above. If you remain dissatisfied, then you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted by phone on 0303 123 1113 or via their online notification system at www.ico.org.uk/concerns

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