

## **PRIVACY POLICY**

### **PRIVACY COMMITMENT**

The warwickartscentre.co.uk website is owned and operated by Warwick Arts Centre. We are committed to safeguarding your privacy online and to this end have developed this Privacy Policy to deal with issues which may concern you. Please read this Privacy Policy to understand how your personal information will be treated. This policy may change from time to time so please check it periodically.

### **DATA PROTECTION**

Warwick Arts Centre is registered as part of The University of Warwick under the Data Protection Act. The registration number is Z5856740.

### **PERSONAL INFORMATION**

The details which you provide about yourself and any information which identifies you such as your name, address, email address, telephone number, country of residence and credit and debit card details ("Personal Information") will only be retained by us if you provide this information when using one of the services available on our website, such as subscribing to one of our email lists, entering a competition or when purchasing tickets. Personal Information will be held on our system and used for operational purposes such as the processing of bookings and orders in connection with our on-line ticket services and for mailing list subscriptions.

Tickets.com provides the online ticketing services for Warwick Arts Centre. Please see their Privacy Policy here [http://provenue.tickets.com/UK/privacy\\_policy.shtml](http://provenue.tickets.com/UK/privacy_policy.shtml)

### **HOW WE WILL USE YOUR INFORMATION**

The Personal Information you supply when you join one of our e-mail or mailing lists will be used by Warwick Arts Centre for the purposes of administration, meeting your requirements, marketing analysis, customer relations and improving and developing the goods and services we offer to our customers. In addition we will use the information to keep you up-to-date with events and activities at Warwick Arts Centre. When purchasing tickets you are given the opportunity to opt out of receiving news and information from Warwick Arts Centre and other arts organisations. When joining one of our e-mail lists you are given the opportunity to opt in to receiving news and information from Warwick Arts Centre and information from other arts organisations. Warwick Arts Centre will only pass on your Personal Information if the relevant box has been ticked. In these instances, we supply your Personal Information for one-off use by the other arts organisation. Each e-mail we send you offers you the opportunity to amend

these preferences, or you can ask us to do this, by e-mailing [box.office@warwick.ac.uk](mailto:box.office@warwick.ac.uk)

If you would like to revise the information provided to us at any time, or feel what we currently have on record is incorrect, you may update the information by e-mailing [box.office@warwick.ac.uk](mailto:box.office@warwick.ac.uk)

## **SECURITY**

We have security measures in place to protect your information from access by unauthorised persons and against unlawful use or disclosure.

### **Log files**

Every time someone visits our web site a log file is generated on our computer.

The log file records the time and date of your visit, the files that were requested, your IP (Internet Protocol) address, the referrer URL (if provided) and the browser version. We collect this information to help us diagnose problems and administer our systems and to audit the geographical make-up of users and how they have arrived at our site; that is, from what other sites have visitors arrived - this information being obtained from the referrer URL.

We do not normally link IP addresses to anything personally identifiable, which means that you remain anonymous even though we include your IP address in our aggregate information. However, we can and will attempt to use IP addresses to identify a user when we feel it is necessary to enforce compliance with our terms and conditions, or to protect our services and other users.

### **Cookies**

Cookies are small pieces of information that are stored by your browser on your computer's hard drive. They make it possible for us to provide our online ticketing service and track visitor statistics, such as returning visitors.

For more information on cookies, please visit:

[www.google.co.uk/search?hl=en&q=cookies](http://www.google.co.uk/search?hl=en&q=cookies)

[www.cookiecentral.com/faq/](http://www.cookiecentral.com/faq/)

Please note that we are not responsible for information available on these websites.

### **Use and disclosure of Personal Information**

If you contact us we reserve the right to keep a record of that transaction and correspondence and incorporate the information it contains into our database.

If we are requested by the police or a regulatory or government authority investigating illegal activities to provide information concerning your activities whilst using the network we shall do so. Similarly, we will disclose your Personal Information as part of a transaction whereby our company or

business assets are transferred to a third party or if we are compelled to do so by law.

### **How we protect information**

We take every precaution to protect your information. To this end all Personal Information stored by us is kept on a server in a secure environment. Only employees and approved contractors/developers we may appoint from time to time and who need the information to perform a specific job are granted access to personally identifiable information.

### **Correction/Updating Personal Information**

If your Personal Information changes or if you no longer wish to subscribe to the service, we will endeavour to correct, update or remove the Personal Information provided to us as speedily as possible. This can be done by emailing us at [box.office@warwick.ac.uk](mailto:box.office@warwick.ac.uk)

### **Users Under 18**

If you are under 18, please ensure that you obtain your parent/guardian's consent beforehand whenever you provide Personal Information to the website. Users without such consent are not allowed to provide us with Personal Information.

### **LINKS TO THIRD PARTY WEBSITES**

Warwick Arts Centre is not responsible for the privacy policies of third party websites. The Company recommends users to check the privacy policies of other websites before registering any personal data.