

richard whiteley theatre.

Data and Privacy Policy

Who we are and what this policy covers

When you purchase tickets from the Richard Whiteley Theatre or subscribe to our marketing material, you trust us with your information. This Data and Privacy Policy is meant to help you understand what data we collect, why we collect it, and what we do with it. This is important; we hope you will take time to read it carefully.

The Richard Whiteley Theatre is a sub-brand of Giggleswick School. Giggleswick School acts as the data controller on behalf of the Richard Whiteley Theatre. The school's Data Protection Co-Ordinator is the Bursar, they can be contacted by email on bursar@giggleswick.org.uk or by telephone on 01729 893000.

Types of data we collect

Ticketing Data

When you purchase tickets, gift vouchers, merchandise or membership through our Box Office at the Richard Whiteley Theatre (online, by telephone and in person), your name, email, phone number, and address data will be stored by our ticketing partner; Ticketsolve.

Online Data

When you book tickets online, data is shared between The Richard Whiteley Theatre, Global Payments (payment gateway), and Ticketsolve (ticketing platform) in order to process the transaction. Where patrons have opted to provide their details for mailing, data will be shared with MailChimp (our email partner) and/or Platinum Print (our print mail provider).

Ticketsolve, Global Payments, MailChimp and Platinum Print act as Data Processors on behalf of The Richard Whiteley Theatre and the Data Controller.

Ticketsolve, Global Payments, MailChimp and Platinum Print along with The Richard Whiteley Theatre have implemented appropriate technological measures to protect against accidental loss, destruction, damage, alteration or disclosure.

For more information, please see their privacy notices here:

- [Ticketsolve privacy notice](#)
- [MailChimp privacy notice](#)
- [Global Payments privacy notice](#)
- [Platinum Print data security notice](#)

You may also like to read the Giggleswick School privacy notice which can be found [here](#)

Website Cookies

When someone visits our website (www.giggleswick.org.uk/rwt) we use a number of third party services to collect standard log information and details of visitor behaviour patterns. We use traffic log cookies to identify which pages are being used; the number of visitors to those pages, the types of devices being used, and the length of time on pages. This helps us analyse data about web page traffic and improve our website in order to tailor it to user needs. We only use this information for statistical analysis purposes.

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 of our website.



Record retention periods

The General Data Protection Regulations sets out the principal that personal data will not be kept for longer than is necessary for the purpose or purposes for which it was obtained.

The Richard Whiteley Theatre has the following data retention periods in place

Category	Retention Period
Customer Data	
Customer data on Ticketsolve	Removed six years after last purchase or last activity
Customer data on MailChimp	Removed six years after last purchase or last activity
Customer data provided to Platinum Print	Removed when customer mailings are complete, usually within 10-14 working days
Customer data provided to Global Payments	For one year from the date of transaction
Customer registration form	Removed once logged on Ticketsolve or within seven working days

Mailing Lists

When you sign up to our mailing list, either at the time of booking or separately through our sign up form, we collect personal information. We use that information for a couple of reasons: to share information such as upcoming shows; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you are happy and satisfied. We also gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our marketing. You can unsubscribe by clicking the unsubscribe link at the bottom of any of our emails or by emailing us on rwt@giggleswick.org.uk

Changes to Our Privacy Policy

We may review and update this policy. This version was adopted on 5th May 2021.

Access to your personal information

You are entitled to view, amend or delete the personal information that we hold. If you would like to do this please email rwt@giggleswick.org.uk or telephone 01729 893180. If you feel your data is being used inappropriately or would like to make a complaint please contact the Data Protection Co-Ordinator on bursar@giggleswick.org.uk or by telephoning 01729 893000.

