

## PRIVACY NOTICE (MCT)

### Introduction

*By visiting our website you are accepting and consenting to the practices described in this policy.*

The MCT is owned and operated by Alleyn's School. We are committed to protecting the privacy of any personal information you share with us. We hold and process your information lawfully in accordance with Article 6 of the General Data Protection Regulation 2018.

The following policy explains how and why we collect and process your personal information, what controls you have over the use of it and how we keep it secure.

### What Personal Information Is Gathered?

**Information You Give Us:** Our third-party ticketing software, Spektrix, receives and stores information you enter on our website. You can choose not to provide certain information but then you might not be able to take advantage of particular features.

We use the information that you provide for such purposes as processing your orders, responding to your requests, and communicating with you. The information you provide for us is given in one of the following two lawful ways:

**with Consent** (GDPR Article (6)(1)(a)) - you provide consent for us to contact you with relevant and specific information about our services. You can control which information you receive from us by updating your preferences. You have the right to withdraw consent at any time by unsubscribing or by contacting us directly.

**through Contract** (GDPR Article (6)(1)(b)) - you provide your information to us for the purpose of completing a service you have asked us to provide, such as fulfilling a booking you have placed with us.

**Automatic Information:** we receive and store certain types of non-identifiable information whenever you interact with us. For example, like many websites, we use "cookies" and we obtain certain types of information when your Web browser accesses our website. A number of companies offer utilities designed to help you visit websites anonymously. Although we will not be able to provide you with the same quality of user experience if we cannot recognise you, we want you to be aware that these tools exist. We use this information to pass order and payment details to agents responsible for order processing, to communicate with you about orders and promotional offers, to update our records and generally maintain your account with us. We also use this information to improve our website platform, and to prevent or detect fraud or abuses of our website. The processing of information through the use of cookies on our website, <https://mct.alleyns.org.uk>, is done so in the following lawful way:

**with Consent** (GDPR Article (6)(1)(a)) - you will be asked to provide consent for us to process this information when visiting our website for the first time from a computer or mobile device. As described below, you have the right to withdraw consent of the use of cookies. If you then want to place an order with us you can do so by contacting us at [Boxoffice@alleyns.org.uk](mailto:Boxoffice@alleyns.org.uk)

### More About Cookies

Cookies are alphanumeric identifiers that we transfer to your computer's hard drive through your Web browser to enable our systems to recognise your browser and to provide helpful features such as remembering the contents of

your shopping basket between visits.

The Help menu on the menu bar of most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie and how to disable cookies altogether. However, cookies allow you to take full advantage of some of our most useful features and we recommend that you leave them turned on. If you do leave cookies turned on, be sure to sign off when you finish using a shared computer.

### **What Information is Shared, and With Whom?**

We will never sell or share your information with anyone without your consent, apart from in the following ways:

- Third Party agents - as mentioned above, your information is shared with Spektrix, and also Sagepay, who together process your order and payment. This could include sharing information for the purposes of dispatch and order tracking, sending of promotional emails, and secure handling of credit card information. Spektrix and Sagepay are GDPR compliant and handle your data in a safe and secure way.
- Legal or similar – we will release account and personal information when we believe release is appropriate to comply with the law, to enforce or comply with our terms and conditions or to protect the rights and property of the MCT, its users or others.

The MCT often works in partnership with others, and there may be times you will be redirected to other companies' websites; it will be apparent when this happens, but please be aware that their privacy policies may be different.

### **How Secure is the Information About Me?**

- We work hard to protect the security of key information during transmission by using Secure Sockets Layer (SSL) software during payment, which encrypts information you input.
- We reveal only the last four digits of your credit card numbers when confirming an order. We destroy all records of your credit card number once order processing is completed.
- We maintain physical and electronic safeguards in connection with the collection, storage and disclosure of personally identifiable customer information. Payment information (the last 4 digits, and first 6 digits of your card number) is retained securely by our payment providers, Sagepay, for five years from the date of your payment.
- It is important for you to protect against unauthorised access to your password and to your computer. Be sure to sign off when you finish using any shared devices.

### **Contact Us**

If you have any questions about the information we hold about you and how it is being processed, or if you would like to make a request for your information to be erased, then please contact: [PrivacyOfficer@alleyns.org.uk](mailto:PrivacyOfficer@alleyns.org.uk)