PRIVACY NOTICE

Privacy commitment
We are committed to safeguarding your privacy and to this end have developed this Privacy Notice to deal with issues which may concern you. Please read this Privacy Notice to understand how your personal information will be treated. This policy may change from time to time so please check it periodically.

Warwick Arts Centre is registered as part of The University of Warwick under the 1998 Data Protection Act. The registration number is Z5856740.

Personal information: How we use your data
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, such as purchasing tickets, subscribing to one of our email or marketing lists or posting a message on the Comments section of the website. 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 online ticket and merchandise services and for mailing list subscriptions. We also analyse the personal information that you and others provide in order to obtain a better understanding of our audiences and improve the services that we have on offer.

The Personal Information you supply when you join one of our mailing lists will be used by Warwick Arts Centre to keep you up-to-date with events and activities. When purchasing tickets you are given the opportunity to opt in to receiving news and information from Warwick Arts Centre and 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: ticketing@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: ticketing@warwick.ac.uk, alternatively, you may change your preferences or your account details in the 'My Warwick Arts Centre' section at the top of our website home page.

We may from time to time ask you for further information in order to update our records or for particular purposes. Warwick Arts Centre will always tell you how we will use any further information received from you. From time to time we will need to send you our website and service announcement updates.

Where do we store your personal data?
The data that we collect from you may also be processed by staff who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all
steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy notice.

Summary of how we use your data
We retain personal and financial information for Administration, Advertising, Marketing, PR, Fundraising and General Advice Services, specifically:

- For administrative purposes (i.e. to take financial payment, to inform customers of cancelled / postponed performances
- To inform customers of future events (marketing lists)
- To inform other arts organisations for information / marketing purposes (third party data)
- For purposes of audience research
- To inform customers of fundraising campaigns
- For statistical reporting

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

IP addresses & Cookies
In order to improve our services and our website we may use a device known as a cookie. 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, personalise content options and track visitor statistics, such as returning visitors.

For more information on cookies, please visit:
www.google.co.uk/search?q=cookies
www.cookiecentral.com/faq/

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

If you do not wish us to use cookies when you use our website, please adjust your internet browser settings to not accept cookies. Your computer's help function should tell you how to do this. Please note, however, that this may result in your being unable to use some of the facilities on our website.

In addition, when you visit our website, we may collect information about your computer, including where available your IP address, operating system and browser type, for system administration. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

How we protect your 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.

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. Warwick Arts Centre recommends users to check the privacy policies of other websites before registering any personal data.

**Updated May 2012**