



# Gosforth Civic Theatre

## Privacy policy

### Introduction

Gosforth Civic Theatre is operated by Liberdade Community Development Trust (charity number 1163955). We are committed to protecting your privacy and ensuring the security of any personal data you provide to us. This policy outlines how we collect, use, and store your personal information in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

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### 1. Information We Collect

We may collect and process the following personal data:

- Name and contact details (email, phone number, postal address) when signing up for our mailing list or purchasing tickets.
  - Information about your interactions with our website, collected via cookies and analytics tools.
  - Payment details processed through third-party platforms when purchasing tickets.
  - Any additional information you provide when contacting us or participating in our membership scheme.
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### 2. How We Use Your Information

We collect personal data to:

- Provide you with information about events, services, and news related to Gosforth Civic Theatre.
- Process ticket purchases and manage event bookings.
- Improve our website experience and track visitor behaviour via analytics.
- Manage our membership scheme and inform future funding applications.
- Comply with legal and regulatory obligations.

We do not sell, rent, or trade your personal data with third parties.

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### 3. Website Data Collection & Cookies

When you visit [www.gosforthcivictheatre.co.uk](http://www.gosforthcivictheatre.co.uk), we use:

- **Google Analytics** to collect standard internet log information and visitor behaviour patterns. This data is anonymised and does not identify individuals.
- **Wix** as our website provider, which may collect data to process emails, membership sign-ups, and cookies.

- For more details, see Wix's [Terms of Use](#) and [Privacy Policy](#).

## Cookies

A cookie is a small text file stored on your device when you visit a website. We use both first-party cookies (set by our website) and third-party cookies (set by external services) for various purposes:

- **Strictly Necessary Cookies** – Essential for the website to function, such as enabling logins and privacy preferences.
- **Performance Cookies** – Help us measure and improve site performance by tracking visitor numbers and behaviour.
- **Functional Cookies** – Enhance website features and personalisation.
- **Targeting Cookies** – Used by advertising partners to deliver relevant ads based on browsing habits.
- **Social Media Cookies** – Enable social media sharing and interactions.

You can manage your cookie preferences through your browser settings.

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## 4. Mailing List Subscription

By subscribing to our mailing list, you provide consent for us to collect and use your name and email address to send you updates on events and news.

- We use **Mailchimp** as our email marketing provider, which tracks email open rates and clicks.
  - You can unsubscribe at any time using the link in our emails or by contacting us directly.
  - See [Mailchimp's Privacy Policy](#) for more details.
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## 5. Ticket Purchases

- From **12 February 2025**, tickets will be processed via **Ticketsolve**, and any data you provide will be subject to their [Privacy Policy](#). All ticket sales made prior to **12 February 2025** were managed by **Eventbrite**, and data processed through those transactions is subject to their [Privacy Policy](#).
  - We do not automatically add ticket purchasers to our mailing list unless explicit consent is given.
  - Card payments for online ticket purchases will be processed securely by **Global Payments** from **12 February 2025**. See their [Privacy Policy](#).
  - In-person ticket sales made by card will be handled by **Zettle (from PayPal)** from **12 February 2025**. See their [Privacy Policy](#).
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## 6. Photos & Videos of Members of the Public

From time to time, we take videos and photos of members of the public attending our facilities. This is usually in a group setting, and we do not typically take photos or videos where one individual is the focus. We never take such photos or videos of children under the age of 18.

In the context of this activity, we process personal data. We use these photos and videos for marketing and promotional purposes for Gosforth Civic Theatre, including publications such as our annual report.

We will display a prominent sign in our facilities when recording videos or taking photos. If you do not wish for your data to be used in a video or photo, please contact us at [info@gosforthcivictheatre.co.uk](mailto:info@gosforthcivictheatre.co.uk) or inform a member of staff or the photographer at the time.

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## 7. Membership Scheme & Data Sharing

- Data collected under the Gosforth Civic Theatre Membership Scheme is used to inform future funding applications and programming decisions.
  - Contact details will be added to our mailing list, subject to the policies outlined in section 4.
  - All data is stored securely and transferred safely in compliance with UK GDPR.
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## 8. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data.
- Request correction or deletion of your data.
- Restrict processing of your data.
- Object to data processing in certain circumstances.
- Withdraw consent for marketing communications.
- Lodge a complaint with the Information Commissioner's Office (ICO) if you believe your data is being misused.

To exercise these rights, please contact us at [info@gosforthcivictheatre.co.uk](mailto:info@gosforthcivictheatre.co.uk).

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## 9. Data Security & Retention

- We implement appropriate security measures to protect personal data.
  - Data is retained only for as long as necessary to fulfill its purpose or meet legal obligations.
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## 10. Third-Party Links

Our website may contain links to external websites. We are not responsible for the privacy policies of third-party sites. Please review their privacy policies before submitting any personal data.

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## 11. Changes to This Privacy Policy

We regularly review this policy to ensure compliance with legal standards. The latest update was on **February 2025**.

For any questions regarding this policy, please contact us at [info@gosforthcivictheatre.co.uk](mailto:info@gosforthcivictheatre.co.uk).

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*This privacy policy is compliant with the UK GDPR and Data Protection Act 2018.*