The Navan Centre & Fort – Privacy Policy

Who we are

The Navan Centre & Fort is owned and operated by Armagh City, Banbridge & Craigavon Borough Council (ACBCBC). The council’s overarching Privacy Policy can be found here. When you use The Navan Centre’s services, you trust us with certain bits of information. This Privacy Policy is intended to let you know what data we collect, why we collect it, and what we do with it. It is important and we hope that you will take time to read it. This Privacy Policy forms part of the council’s overall approach to the General Data Protection Regulations (GDPR).

The council’s data controller is Joan Farley and she can be contacted by emailing [joan.farley@armaghbanbridgecraigavon.gov.uk](mailto:joan.farley@armaghbanbridgecraigavon.gov.uk)

Navan Centre can be contacted by emailing [navan@armaghbanbridgecraigavon.gov.uk](mailto:navan@armaghbanbridgecraigavon.gov.uk)

Types of data we collect

Due to the nature of The Navan Centre’s operations, we collect data across a number of different areas. Some of these will not apply to everyone but it is important that we inform you of all data we collect.

Ticketing Data

When you purchase tickets, gift vouchers, merchandise or membership through the box office at The Navan Centre your name, address, email and phone number(s) will be stored by our ticketing partner Ticketsolve. If you pay for your tickets by credit or debit card, data is shared between The Navan Centre, Ticketsolve and the payment system Realex. This enables the transaction to be processed. Realex have been accredited with the Account Information Security (AIS) certification by VISA and are one of a small amount of companies in Europe to achieve this. This shows its commitment to above industry standard in every aspect of payment processing. Realex Payments are compliant with PCI DSS Version 3.2, the highest level of PCI compliance. Cardholder information is encrypted and hashed when stored on Realex Payments systems and is not be displayed in their reporting systems. Further information on Realex’s security can be found here. You have the right to opt out of any communications, or to ask that your details be removed from any or all of our databases, at any time – please click the link in any email, call us, or email [navan@armaghbanbridgecraigavon.gov.uk](mailto:navan@armaghbanbridgecraigavon.gov.uk) to update your preferences.

Online booking data

When you book tickets online, data is shared between The Navan Centre, Ticketsolve and the payment system Realex. If you have opted in to receive marketing information from The Navan Centre, data will be shared with MailChimp (our email partner) Ticketsolve acts as a data processor on behalf of The Navan Centre (the data controller) Ticketsolve, Realex, MailChimp and The Navan Centre have implemented appropriate technological measures to protect against accidental loss, destruction, damage, alteration or disclosure.

Website cookies

When someone visits our website – www.visitarmagh.com/navan we use a number of third party services to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site, types of elements used, and length of time on pages. The cookies collect in an anonymous form, including the number of visitors to the website, device used, where visitors have come to the website from and the pages they visit on the website.

Disabling cookies

You can prevent the setting of cookies by adjusting the settings on your browser. Please be aware that disabling cookies may affect the functionality of our website and many other websites that you may visit. Disabling cookies may result in the removal of certain functionality and other features of our website.

Mailing Lists

When you sign up for The Navan Centre mailing list, either at the time of booking, or separately through a sign-up form, via phone, email or other means, we collect personal information. We use that information for a couple of reasons: to share information such as upcoming events; to contact you if we need to obtain or provide additional information to check our records are correct and to check, on occasion, that you’re content and satisfied with our service. We also gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our marketing. All our email marketing will include an unsubscribe link and you can also unsubscribe at any time by emailing [navan@armaghbanbridgecraigavon.gov.uk](mailto:navan@armaghbanbridgecraigavon.gov.uk) Please be aware that even if you have opted out of receiving marketing materials, The Navan Centre may need to contact you (for instance in the event of a cancelled event).

Event Management / Conference Bookings

The GDPR regulations do not apply to businesses or other organisations that may book The Navan Centre’s room. However, from time to time individuals (either on your own behalf, or on behalf of a larger entity) may book rooms in The Navan Centre. In order to facilitate this, it is necessary for The Navan Centre to collect some data. Room & conference bookings can be made by phone, in person or via email. If you book a room in The Navan Centre the following information may be collected: name, address (for billing purposes), phone number, email address, website. This information will be used in order to contact you about your booking only. Your information will be used in order to issue letters of confirmation, letters of cancellation, invoices, credit notes etc. Invoices and credit notes are input into the ACBCBC finance system and data is retained within this system in accordance with the council’s data retention policy.

Consent forms

On occasion, parental consent forms are required for people under 18 taking part in activities in The Navan Centre. This information will include name, address, phone number & email address of the person with parental responsibility. It may also include the name of the child, specific permissions (e.g. photography, permission to leave during breaks, allergy or medical conditions). These consent forms will be stored appropriately and will be disposed of upon the completion of the project.

Other direct contact

If you receive direct contact from The Navan Centre and would prefer not to receive it in future, please contact us at navan@armaghbanbridgecraigavon.gov.uk or please phone 028 3752 9644 and we will remove you from this list.

Record retention periods

In accordance with GDPR, The Navan Centre will not hold your data longed than is necessary for the purpose or purposes for which it was obtained.

Category Retention Period

Customer Data on Ticketsolve Removed after 3 years of inactivity

Customer Data on MailChimp Removed after 3 years of inactivity

Consent Forms Directly after completion of project

Photographic Consent Forms Destroyed / Deleted after 3 years

Other direct contact Reviewed & data removed after 3 years inactivity

Changes to our Privacy Policy

Our Privacy Policy is a living document. We want to ensure that it always remains current and appropriate for your needs. As such, we may update this policy as required and will review it annually. This version was adopted on 14th December 2021.

Access to your personal information

You are entitled to view, amend, or delete the personal information that we hold. Please email your request to [navan@armaghbanbridgecraigavon.gov.uk](mailto:navan@armaghbanbridgecraigavon.gov.uk)