

The Market Place Theatre & Arts Centre – Privacy Policy

Who we are

The Market Place Theatre & Arts Centre (The Market Place) 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 Market Place'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

The Market Place's internal data controller is Lynn Crooks and she can be contacted by emailing lynn.crooks@marketplacearmagh.com

Types of data we collect

Due to the nature of The Market Place'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.

Box Office Information

Ticketing Data

When you purchase tickets, gift vouchers, merchandise or membership through the box office at The Market Place 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 Market Place**, **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. To view their latest PCI-DSS certificate, please click [here](#). 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 boxoffice@marketplacearmagh.com to update your preferences.

Online booking data

When you book tickets online, data is shared between **The Market Place**, **Ticketsolve** and the payment system **Realex**.

If you have opted in to receive marketing information from **The Market Place**, data will be shared with **MailChimp** (our email partner)

Ticketsolve acts as a data processor on behalf of **The Market Place** (the data controller)

Ticketsolve, Realex, MailChimp and **The Market Place** have implemented appropriate technological measures to protect against accidental loss, destruction, damage, alteration or disclosure.

For more information, please see their privacy notices via the links below:

- [Ticketsolve Privacy Policy](#)
- [MailChimp Privacy Policy](#)
- [Realex Privacy Policy](#)

Website cookies

When someone visits our website – www.visitarmagh.com/marketplacetheatre 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.

Cookie	Data	Purpose
Google Analytics	<p>_ga</p> <p>_gali</p> <p>_gat_UA-XXXX</p> <p>_gid</p>	These cookies are used to collect information about how visitors use our website. We use the information to compile reports and to help us improve the website. 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 Market Place 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 shows; 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 our data controller Lynn Crooks (contact above). *Please be*

aware that even if you have opted out of receiving marketing materials, The Market Place may need to contact you (for instance in the event of a cancelled performance).

Event Management / Conference Bookings

The GDPR regulations do not apply to businesses or other organisations that may book The Market Place'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 Market Place. In order to facilitate this, it is necessary for The Market Place to collect some data. Room & conference bookings can be made by phone, in person or via email.

If you book a room in The Market Place the following information may be collected and inputted onto a system called **Artifax**: 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. The **Artifax** database is held on an encrypted ACBCBC server.

Invoices and credit notes are inputted 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 Market Place Theatre. 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

From time to time, The Market Place sends information to people about other activities. This includes, but is not limited to, invitations to certain events, invitations to exhibitions and other launches, invitations to participate in activities etc. The information held on these invitation lists is updated annually. If you receive direct contact from The Market Place and would prefer not to receive it in future, please contact our data controller by email to lynn.crooks@marketplacearmagh.com or please phone 028 3752 1821 and we will remove you from this list

Record retention periods

In accordance with GDPR, The Market Place will not hold your data longer 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
Customer Data on Artifax	In accordance with financial regulations, removed after 7 years
Consent Forms	Directly after completion of project
Photographic Consent Forms	Destroyed / Deleted after 3 years
Customer Data on Artifax	All activities removed after 3 years

Other direct contact	Reviewed annually and data removed after 3 years of inactivity
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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 24th May 2018

Access to your personal information

You are entitled to view, amend, or delete the personal information that we hold. Please email your request to our data controller Lynn Crooks on lynn.crooks@marketplacearmagh.com