

Privacy Notice (How we use your information)

Kirklees Town Halls

At Kirklees Town Halls we take your privacy and the security of your information very seriously. This privacy statement details information we store on customers and sets out our approach to safeguarding the personal information we hold about you.

The categories of information that we collect, process, hold and share include:

Kirklees Town Halls holds personal information on customers relating to your purchases and visits to our Venues.

This includes:

- Full Name
- Address
- Email
- Telephone number
- Information relating to your purchases and visits to our Venues

Why we collect and hold this information

We use this personal data in order to:

- Sell you tickets to concerts, shows and events at our Venues
- Hire you rooms and / or facilities at our Venues
- Ensure that your hire arrangements are delivered to you as per specification
- Where you have said 'yes' to receiving communications from us, this will only be about our new and upcoming shows. (If you have not said 'yes' we may still need to contact you with information about your visit - for example, if a show is cancelled).
- Ensure that the appropriate information has been recorded if there has been an incident or accident whilst you have been visiting one of our Venues

The lawful basis on which we use this information

We collect and process information about you under Article 6(1)(b) fulfilment of a contract, 6(1)(c) fulfilment of a legal obligation and 6(1)(a) with your consent.

Storing this information

We will hold the information about you securely, and for no longer than reasonably necessary. We will hold:

- Venue booking information for twelve (12) months after the contract has been fulfilled.
- Information relating to ticket sales for 36 months.
- Information relating to incidents and accidents in line with the Privacy Notice for Corporate Safety. For further information follow the link below.

Who we share this information with:

Venue Bookings:

We share information relating to venue bookings internally (between the teams that deliver your service; Bars and Catering, Technicians, Box Office, Front of House Team, Caretaking and Finance).

Ticket sales:

We are a member of a consortium with the Lawrence Batley Theatre and Huddersfield Contemporary Music Festival. All customer data is shared between the three organisations.

When booking with us we may ask you if you would like to hear from a specific Arts Organisation (for example Orchestra of Opera North). If you consent, your personal data will then be passed on to this Organisation. Your data will only be passed on securely to the Organisation from which you have opted to receive information.

Information relating to incidents / accidents:

Information regarding incidents and accidents will be shared with relevant Council Departments and Statutory Organisations.

Why we share this information

Venue Bookings - We share information internally in order to deliver your event to the specification required and in order that your event runs smoothly.

This also enables us to deal with any financial queries (e.g. about an invoice). We also share this information in order that we can manage any legal claims or complaints relating to your event / booking.

Information relating to incidents / accidents – We share information in order to comply with our legal obligations.

We do not share personal information about you with anyone else without consent unless the law and our policies allow us to do so.

Further information

If you would like further information about how we manage your data, please see the Privacy Notice for Kirklees Council at:

<http://www.kirklees.gov.uk/beta/information-and-data/how-we-use-your-data.aspx>

If you would like further information about this privacy notice, please contact: Gary Ellis on 01484 221000.

Ticket Sales – You will be asked if you would like to receive information from us at your time of purchase but you can also change your preference at any time by logging on to your account online or calling the Box Office on 01484 225755.

If you have any worries or questions about how your personal data is handled, please contact the Data Protection Officer at DPO@kirklees.gov.uk or by ringing 01484 221000.