

Privacy Notice (How we use your information)

Kirklees Town Halls and Community Buildings

Kirklees Town Halls and Community Buildings are fantastic facilities in which to enjoy both large and small events. They are available for a wide range of uses, from quality entertainment in our concert halls, to weddings, celebrations, conferences, meetings and space for community activities.

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 tickets purchased, venues booked and visits to our venues (no financial information is retained).

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 rooms and/or facilities at venues to you;
- Ensure that your hire arrangements are delivered to you as per specification;
- Contact you with queries or changes to your bookings;
- Enable us to carry out specific functions for which we are responsible;
- Where you have said 'yes' to receiving communications from us, this will only be about our new and upcoming shows. You can remove your consent at any time (see below);
- 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

Under Article 6 of the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are

- 6(1)(a) Your consent. You are able to remove your consent at any time. You can do this by contacting TownHall.Tickets@kirklees.gov.uk
- 6(1)(b) We have a contractual obligation

How we store your personal 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 as set out in the [Privacy Notice for Corporate Safety](#)

Who we may share your information with

We may sometimes share the information we have collected about you where it is necessary, lawful and fair to do so. In each case we will only share the minimum amount of information, only when required, for the following reasons:

- To manage our bookings.
- To ensure the facilities you have requested are provided.
- To manage our performance.
- To provide you with additional information where you have requested to be kept informed.
- To ensure the prompt and accurate reporting of incidents / accidents.

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:

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.

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

Your data protection rights

Under data protection law, you have a number of rights, including the right to have your records rectified and the right to ask for access to all the information the Council holds about you. These rights are listed in more detail on [Kirklees Council's data protection rights page](#).

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Data.protection@kirklees.gov.uk if you wish to make a request.

Further information

If you would like further information about how we manage your data, please see the [Kirklees Council privacy notice](#).

If you would like further information about this privacy notice, please contact:

Email Townhall.Bookings@kirklees.gov.uk

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.

You can also complain to the ICO if you are unhappy with how we have used your data. You can contact the ICO via the ['Contact us' page on their website](#), or by ringing 0303 123 1113.