



# TETBURY MUSIC FESTIVAL

THE FINEST MUSIC IN THE COTSWOLDS

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## PRIVACY POLICY

The Tetbury Music Festival is committed to protecting your privacy. This privacy statement is to provide information about the privacy and data collection practices for the Tetbury Music Festival, its website and its platforms for ticket sales and communication, which are compliant with EU GDPR regulations. If you have any queries about this Policy or how we use your personal information, please contact us.

### How do we collect your information?

We obtain personal information from you when you enquire about our activities, become a supporter or buy tickets from us.

### What information do we collect?

We collect personal data as defined by the EU General Data Protection Regulation (GDPR). This may include your name, e-mail address, postal address, telephone number, and payment details if you buy tickets.

### It's Your Data

You can request us to amend or delete the personal information that we hold about you, tell you exactly what personal information we hold, or request that we stop contacting you at any time. If you agree to us holding personal data or providing you with information about what we do, you can opt out/unsubscribe at any time. Our contact details are at the bottom of this page.

### Your consent

By providing us with your personal information, you consent to our processing such information in accordance with the purposes and provisions of this Privacy Policy, in particular:

- If you have provided us with a postal address, email address or telephone number, you consent to us using this to contact you.
- Where you make a payment online, you agree to a possible transfer of data outside the European Economic Area in a secure fashion for the purpose of processing your payment.

### How do we use this information?

We may use your personal information for the following purposes:

- to provide you with the services, products or information you have requested;

- to administer the Tetbury Music Festival membership benefits if you are a member,
- to contact you about your membership
- to process payment details

We may also wish to provide you with information about any future events we think may be of interest to you. But we will only use your personal information for this purpose if we are allowed to do this by law or if we have your consent.

### **Do we share your information with anyone else?**

We do not share your information with third parties for marketing purposes unless you have consented to this in your chosen preferences.

We may need to provide your information to our agents or contractors who perform services for us. This would only be to the extent necessary to enable us to receive those services that they are conducting for us. They are required by us to keep the information confidential and may not use it for any purpose other than to carry out the services for the Tetbury Music Festival.

The Tetbury Music Festival may share aggregate information about its customers, for example website traffic patterns, but no personal data will be shared with third parties.

### **How do we protect personal information?**

We take appropriate measures to ensure that the information disclosed to us is kept secure, accurate and up to date and kept only for so long as is necessary for the purposes for which it is used. However, you should be aware that the use of the Internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal information which is transferred from you or to you via the Internet.

We use a secure service provided by Ticketsource when you purchase events tickets through our website. Their privacy and data management policies confirm that where Personal Data relating to an EU (or UK or Swiss) Data Subject is transferred outside of the EEA it shall be treated securely and in accordance with this privacy policy. It shall be processed by an entity: (i) located in a third country or territory recognised by the EU Commission to have an adequate level of protection; or (ii) have entered into Standard Contractual Clauses with Ticketsource; or (iii) that has other legally recognised appropriate safeguards in place, such as the EU-US Privacy Shield or Binding Corporate Rules.

### **Right of access**

You have the right to ask for a copy of the information we hold about you. If you would like a copy of some or all of your personal information, please let us know using the contact details at the end of this policy.

We want to ensure that your personal information is accurate and up to date. If any of the information that you have provided to us changes, for example if you change your email address, name or payment details, or if you wish to cancel your registration, please let us know the correct details using the contact details at the end of this policy. You may ask us, or we may ask you, to correct information you or we think is inaccurate, and you may also ask us to remove information which is inaccurate.

## **Our website and Links to other websites**

Our Website is operated by The Tetbury Music Festival, Registered Charity No 1099203. For legacy reasons, the Tetbury Music Festival owns several website domains. The content of each is likely to be identical because we aim to have all requests for web pages on all of our domains redirected automatically to the [www.tetburymusicfestival.org](http://www.tetburymusicfestival.org) website by our servers. From time to time, it may be that older "legacy" domains as created by Tetbury Music Festival, have not been updated and/or are not yet integrated into our "one website" strategy and these are not covered by this Privacy Policy.

Our website contains links to other websites including to Ticketsource which handles ticket purchases on our behalf and to Mailchimp which stores data. This Privacy Policy only applies to our website so when you access links to other websites you should read their own privacy and data collection policies.

'Cookies' are small pieces of information stored on the hard drive of a user's computer which contain information about the user. The information is used to track a visitor's use of the website and to compile statistical reports on website activity. Tetbury Music Festival may store information about your user preferences (e.g. preferred text size) using cookies (files which are sent by us to your computer or other access device) which we can access when you visit our site in the future. We do this to help enhance your interaction with our web site. We do not use cookies to retrieve any personal information on your computer. To comply with EU Law we must explicitly notify you when cookies are used on our website, so you will see a notice to this effect on our website from time to time. If you want to delete any cookies that are already on your computer, please refer to instructions for your file management software to locate the file or directory that stores cookies. If you want to prevent our cookies being stored on your computer in future, you may do so by referring to your internet browser's instructions. You can do this by clicking on the "Help" menu. Please note, however, that if you disable our cookies you may not be able to access certain areas of our site.

## **Tetbury Music Festival On-line Purchasing and Donations**

The Tetbury Music Festival On-line Purchasing and Donations facility may require that you set up an account on the Site. This will allow you to have a customised order page for express ordering and to view your purchasing history. To protect your privacy, we have designed the Site to include certain steps to verify your identity before granting you access or enabling you to make amendments to your account information. You will always have access to this account information and can view it, update it or correct it at any time. To access your information, you will need to use a password.

When purchasing products through the Site, the order form may also ask you to provide a daytime telephone number. However, that telephone number would only be used to resolve problems that relate to an order, e.g. to clarify a customer's email address that is found to be inactive, or entered incorrectly.

## **Credit Card Security**

We know that customers are concerned about credit/debit card security. For some payments and donations, we may use one of the world's largest funds transfer agencies - PayPal. If you choose to use a PayPal account, please be assured that your personal credit/debit card details will NOT be disclosed to The Tetbury Music Festival under any circumstances.

## **Unsubscribe**

If you receive a newsletter or other mailing from us, you will always be able to unsubscribe to these at any time.

If for any reason you do not want us to share your data, no longer require our services or do not want us to contact you, please let us know by writing to us at the address or email below.

## **Changes to this policy**

We keep our Privacy Policy under regular review. If we change our Privacy Policy we will post the changes on this page, and place notices on other pages of the website, so that you may be aware of the information we collect and how we use it at all times. You will always have the opportunity to opt out of any revised use of your existing information.

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Tetbury Music Festival

Registered Office: Park Farm, Shipton Moyne, Tetbury, Gloucestershire, GL8 8PR

A company limited by guarantee and not having share capital, incorporated in England and Wales, Number 4833113. Registered Charity No 1099203.

[www.tetburymusicfestival.org](http://www.tetburymusicfestival.org)

Board of Directors: Chris Cooke, James Golob, Beetle Graves, Helen Priday,  
Christopher Rose (Chairman), Caz Weller Knight (Festival Director)