



## Privacy Notice – Culture and Events Bookings, Tickets, Admissions and Donations

This notice provides details of what information we collect from you, what we do with it and who it might be shared with.

### Identity and contact details of the controller and the data protection officer

Falkirk Community Trust (the Trust) is the data controller. You can contact the data protection officer at:

*Data Protection Officer  
Falkirk Community Trust  
Suite 1A  
The Falkirk Stadium  
4 Stadium Way  
Falkirk  
FK2 9EE*

[dpo@falkirkcommunitytrust.org](mailto:dpo@falkirkcommunitytrust.org)

### Why do we collect this information?

The information is being collected for the following purpose/s:

1. To process your booking and/or admission for events, shows, cinema, classes, courses and passes.
2. To allow us to develop a better understanding of our customers and to provide you with relevant and timely information about performances, screenings events and classes

The legal basis each purpose is set out below:

Legal basis	Purpose
Consent	2
Performance of a contract	1
Legal obligation	
Vital interests	
Task carried out in the public interest	
Legitimate interests	

Any changes you wish to make to consents given can be done via the contact details at the end of this policy or by logging into your online account.

If you provide us with information in relation to your health this is regarded as special categories data (personal data which the General Data Protection Regulations say is more sensitive, and so needs more protection). Our legal basis for processing this special categories data in relation to your health is your explicit consent.

## **What information do we collect about you?**

We will collect your name, email address, postal address, telephone number and credit / debit card details.

We will also store a record of your purchases and donations. From time to time we may also collect, use and share aggregated data such as statistical or demographic data. This may be derived from personal data that we hold but this is not considered personal data by law as it does not directly or indirectly reveal your identity.

We may collect your date of birth, the name and contact details of a parent/ guardian/emergency contact, your condition of entitlement and/or information regarding medical conditions/additional support requirements that you divulge which is relevant to the delivery of our classes or courses.

Our computer system holds the following information when you book our services

- Details of past and forthcoming bookings, activities and courses
- Credit / Debit card details
- Details of any payments and financial settlements made
- Notes and comments placed on our systems by staff in connection with your booking
- Information about your computer including the IP address, operating system and browser type for system security and customer support. The statistical data cannot be used to identify you.

We also keep copies of our communications with you, and your responses.

## **Your Credit and Debit Card Information**

If you use your credit or debit card we will ensure that this is carried out securely and in accordance with the Payment Card Industry Data Security Standard (PCI-DSS).

You can find more information about this standard [here](#).

For transparency in our ticketing system (Spektrix) there is the functionality to store your card details for use in a future transaction. This is carried out in compliance with PCI-DSS and in a way where none of our staff members are able to see your full card number. We never store your 3 or 4-digit security code.

## **Where do we collect information from?**

We collect information from you or a third party acting on your behalf, for example, a carer, a parent or guardian if you are under 16 years of age, a solicitor, a councillor, another family member.

## **Who might we share your information with?**

Falkirk Council established the Trust in 2011 and the Trust carries out services on behalf of Falkirk Council. We may share your information with Falkirk Council. They are our information governance, legal, health & safety, financial, IT, child protection, insurance advisers, the owners of the sites that we manage, and their environmental health unit are our enforcing authority for health & safety.

We may also share information with IT System administrators & suppliers for the purposes of upgrading and maintaining the systems.

For classes and courses we will share your information with the coaches and/or tutors, some of which may be external and engaged by the Trust to deliver the service.

We may also share your information if we are required to do so by law or with the Scottish Information Commissioner (freedom of information), the Information Commissioner (data protection), the Scottish Public Services Ombudsman (complaints) and the Health & Safety Executive (accidents).

The Trust has a duty to protect public funds. We may check your information within the Trust and with Falkirk Council for verification purposes and/or for the prevention of fraud. We may share your information with other organisations where we are required to do so for the purposes of the prevention or detection of crime.

### **Will we send your information outwith the UK?**

We do not transfer your information outwith the UK.

### **How long do we keep hold of your information?**

We keep information for 4 years from the end of the calendar year in which you cease to be a customer.

Class & course attendance registers are held for the duration of the course by the coaches and/or tutors.

### **What are my rights in relation to the information held about me?**

You have the following rights:

- To see any information held about you by making a [subject access request](#).
- To withdraw consent at any time, where the legal basis for processing is consent.
- To data portability, where the legal basis for processing is (i) consent or (ii) performance of a contract.
- To request rectification or erasure of your information, where data protection legislation allows this.

### **Do I have a right to complain about the way information has been used?**

If you have a concern about the way we are collecting or using your personal data, please let us know and we will try to resolve this. If you are still concerned, you can contact the Information Commissioner:

*Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF*

*Tel: 0303 123 1113 (local rate)*

*Fax: 01625 524 510*

*Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)*

### **Do I have to provide my personal data to you?**

If you want to make a booking for the Trust's events, shows, cinema, classes, courses, and/or be issued with a pass or membership then we need to know the information set out above.

**Do you use any automated processes to make decisions about me?**

We do not use automated decision making processes

V2	Published 03/06/19
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Contact Us: (01324) 506850 or [bookings@falkirkcommunitytrust.org](mailto:bookings@falkirkcommunitytrust.org)