

Who we are

The Stag Community Arts Centre Ltd is the 'Controller' of the personal data you provide to us.

Our address is: The Stag Theatre, London Road, Sevenoaks, Kent, TN13 1ZZ

You can contact us by emailing: privacy@stagsevenoaks.co.uk

What personal data we collect

We collect the following personal data from you:

- **Identity Data:** This includes first names, surnames and any title you may have.
- **Contact Data:** Such as home address, work address, billing address, email address and telephone numbers.
- **Marketing and Communications Data:** Such as your preferences in receiving marketing from us and how you wish to hear from us.
- **Technical Data:** Such as the browser you use (type and version), your time zone settings and the operating systems and platforms you are using to contact us.

Sensitive Personal Data

Data Protection law sets out certain categories of data which are considered particularly sensitive. This includes information related to health-records, race, religious beliefs, trade union memberships and political affiliation. We do not usually collect this information from our customers unless it is absolutely necessary to do so. If it is necessary we will always seek your explicit consent.

How we use your personal data and why

We will only use your Personal Data for the purposes for which we collected it (as listed below), unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

Lawful basis for processing data

These are the legal reasons under which we may process your data:

- **Legitimate Interest** - We may process your personal data for our legitimate business reasons. This will most likely occur where there is a clear reason for us doing so, where there is a benefit to you or where we consider that you would reasonably expect the processing to take place and where we judge there to be a limited impact on your privacy.
- **Contractual** - When you purchase goods or services from us you are entering into a contract with us. In order to undertake our responsibilities with regards to that contract we need to store and process your personal information. For example we may need to contact you in relation to a booking you have made or where a show or event is subsequently cancelled.

How we use your information

We may process and use your personal information in a variety of ways, including for the following purposes:

- To process orders for theatre tickets/services
- To personalise your experience
- To process payments
- To promote future events, the venue and services we provide based on data we hold about individuals and representative customers

How do we process this data?

When you book tickets online, data is shared between Jack Roe (The Stag's ticketing services provider) and The Stag Community Arts Centre in order to process the transaction. Where customers have opted to provide their details for mailings, data will also be shared with Sign-Up.to (our email partner).

For more information, please see their privacy notices here:

- [Sign-up.to](#)
- [Jack Roe](#)
- [Google](#)

Marketing communications preferences

You can ask us to stop sending you marketing messages at any time by clicking the "unsubscribe" link on any marketing email (located at the base of each email) **AND/OR** emailing us at unsubscribe@stagsevenoaks.co.uk.

Use of anonymised data and cookies

We use Google Analytics to provide us with anonymised data about how our website is viewed. For more information on how they handle your data, please visit www.support.google.com/analytics/answer/6004245?hl=en

When someone visits our website (www.stagsevenoaks.co.uk) we use Google analytics 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, the types of devices used and the length of time you spend on individual pages.

Cookie	Data	Purpose
Functionality Cookies	Temporary ID, Menu Options, Filter Options	Cookies which help maintain functionality of the website. Please see the Jack Roe Privacy Policy for details.
Universal Analytics (Google)	Browser, Pages viewing data, Device details, Location data,	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 information 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 visited.

Disabling Cookies

You can prevent the setting of cookies by adjusting the settings on your browser. Be aware that disabling cookies will affect the functionality and features of our website.

Requesting personal data

You have the right to:

- **Request access to your Personal Data.** This enables you to receive a copy of the Personal Data we hold about you and to check that we are lawfully processing it.
- **Request correction of the Personal Data that we hold about you.** This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure of your Personal Data.** This enables you to ask us to delete or remove Personal Data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your Personal Data where you have exercised your right to object to processing (see below).
- **Object to processing of your Personal Data.** This right exists where we are relying on a legitimate Interest as the legal basis for our processing and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object if we are processing your Personal Data for direct marketing purposes (by someone else) but we will never do this.
- **Request the restriction of processing of your Personal Data.** This enables you to ask us to suspend the processing of Personal Data about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer of your Personal Data.** We will provide to you, or a third party you have chosen, your Personal Data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- **Withdraw consent.** This right only exists where we are relying on consent to process your Personal Data (“**Consent Withdrawal**”). If you withdraw your consent, we may not be able to provide you with access to the certain specific functionalities of our site. We will advise you if this is the case at the time you withdraw your consent.

If you want to exercise any of the rights described above, please contact us at privacy@stagsevenoaks.co.uk.

We may need to request specific information from you to help us confirm who you are. This is a security measure to ensure that Personal Data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response. There may also be a fee in certain circumstances.

We try to respond to all legitimate requests within one month. We will notify you and keep you updated if this is not the case.

How long we store your Personal Data.

We will only retain your Personal Data for so long as we reasonably need to use it for the purposes set out above, unless a longer retention period is required by law (for example for regulatory purposes). We will delete personal data 5 years after collection except in the following situations:

- You have continued to remain subscribed to our mailing list

Third party links.

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share your Personal Data. We do not control these third-party websites and we are not responsible for their privacy statements. When you leave our site, we encourage you to read the privacy policy of every site you visit.

Complaints

If you would like to make a complaint, please contact Andrew Eyre at chiefexecutive@stagsevenoaks.co.uk.

You also have the right to make a complaint to the **Information Commissioners' Office (ICO)**.

Further information can be found at ico.org.uk.