

## **Bishopston Amateur Theatrical Society (BATS) Privacy Policy**

### **GDPR**

Under GDPR, we have a legal duty to protect any personal information we collect from you. We keep strict security standards to prevent any unauthorised access to it. See below for a summary of your rights

We only hold information that you have given to us and we do not pass on your details to any third party.

The General Data Protection Regulations (GDPR) applies to all companies and organisations based in the EU and those with EU citizens as customers. For UK organisations, the Brexit Withdrawal Agreement will not change the need to comply with the regulations.

### **What information do we hold?**

#### **BATS Database**

We maintain a database of BATS Members past and present, Patrons, Sponsors and persons wanting details of BATS performances.

The database comprises ***name, address, telephone number and email address.***

This data is strictly controlled by the BATS Secretary's (or their nominated deputies) and is not accessible via the website or to any other member of BATS or any third party.

Contact information is collected mostly by front of house staff, via face-to-face interactions with audience members at our performances and similarly on an ad hoc basis from BATS members and sponsors.

This information is provided voluntarily on the basis that permission is granted for BATS to use this to advise about BATS performances/activities. Please be assured that BATS will hold the information securely, will not pass this information and will delete when requested.

The opportunity to unsubscribe and or change details is provided in these face to face interactions. The data is collected in hard copy and passed immediately to the Secretaries for entry on the database. The hard copy is then shredded. The database is securely stored and password protected. Any request to be removed from the database will be carried out by the Secretaries as soon as practically possible.

### **How do we use this information? Email promotional activity**

We contact all persons who have agreed to be on our mailing list directly by email. The purpose of this is to advise of BATS Productions/activities throughout the year.

In future we will use this opportunity to present an email option to unsubscribe and or amend any details held on the database, front of house staff will however continue

to ask these same questions of the audiences. In this way the database will be populated and the information updated regularly.

We do not pass on the contents of the database to any third party neither do we use it for any other reason than that stated in this document.

### **Visitors to our websites**

Thank you for visiting our site [www.batsgower.co.uk](http://www.batsgower.co.uk). Our website is a basic information only site. We do not store or retain any personal information about any users visiting the website. We can view users aggregated website behaviour, such as what pages you looked at, for how long, and from what region in the world the user was logged on to. However, no personal data is collected by the websites cookies and trackers.

On occasions audience members are kind enough to write/email us with their reviews of our productions. These reviews are fed back to the cast and at our AGM then deleted or filed and retained for posterity should the sender so wish. Before any review is published on our website permission will be sought by the Secretary from the sender. It is our normal practice to make all reviews anonymous and all personal details protected.

### **Booking Sales**

You may book seats via email or the website. If you use the website to book, your information is directed to the BATS Booking Secretary, who also maintains the database. No information is retained on the website. **We reserve the right to introduce an electronic payment and invoicing system. Should such a system be introduced it must comply with GDPR regulations.**

The only personal information retained by the Booking Secretary is that which you have provided; your name and email address when requesting seats for a performance. No personal payment details are asked for, or expected, as payment for seats is cash collected on entry when attending a BATS performance.

### **Use of cookies by BATS**

Cookies are small text files sent to your computer or mobile device by the websites that you visit. They help make websites work better and can provide information to the owners of the site.

We use the WordPress website design and publishing system, to amend the content on the website. The system does use cookies and trackers, however we do not access, gather or store any personal data.

### **Search engine**

No user-specific data is collected by either BATS or any third party.

### **People who contact us via social media**

We use a third party provider, to manage our social media interactions.

If you send us a private or direct message via social media the message will be stored by the provider for three months. It will not be shared with any other organisations.

### **People who email us**

Please be assured that the information you provide will only be used for the purpose you advise to us in that email. If you provide any information relating to your contact details this will be actioned i.e. the confidential database updated and the email will be deleted as soon as possible and no later than with 1 month.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

### **Your rights**

Under GDPR, you have rights as an individual, which you can exercise in relation to the information we hold about you. These are: -

- a right of access to a copy of the information comprised in their personal data;
- a right to object to processing that is likely to cause or is causing damage or distress;
- a right to prevent processing for direct marketing;
- a right to object to decisions being taken by automated means;
- a right in certain circumstances to have inaccurate personal data rectified, blocked, erased or destroyed; and
- a right to claim compensation for damages caused by a breach of the Act.

### **Complaints or queries**

BATS take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy policy was drafted with brevity and clarity in mind whilst being as compressive as possible. We are happy to provide any additional information or explanation needed. Any requests for this should be sent to

Ms Heather Cooper

BATS Secretary , 43b, Southgate Road,  
Southgate, Swansea. SA3 2 DA

### **Links to other websites**

This privacy policy does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

### **Changes to this Privacy Policy**

If this privacy policy changes in any way, we will place an updated version on this page. Regularly reviewing this page ensures you are always aware of what information we collect, how we use it and under what circumstances, if any, we will share it with other parties.

This privacy policy was created on 1<sup>st</sup> June 2018

### **How to contact us**

If you want to request information about our privacy policy you can email us [heatherbishopston@gmail.com](mailto:heatherbishopston@gmail.com) or write to

Ms Heather Cooper BATS Secretary

43b, Southgate Road,  
Southgate, Swansea. SA3 2DA

### **Feedback**

We welcome your feedback. If you contact us asking for information, we may need to take advice but we do not pass on any of your personal information when dealing with your enquiry, unless you have given us permission to do so. Once we have replied to you, we keep a record of your message for audit purposes.

Updated 29th<sup>Th</sup> January 2023