



# University Concert Hall Privacy Policy

## Introduction

We respect your privacy and protect all personal information you provide when you purchase tickets or opt in to receive information from us on upcoming events and developments in University Concert Hall (UCH).

This statement discloses what type of data we may collect, hold and how it is used.

Should you have any queries regarding the information we have for you on file, if you wish to update it or remove it, please do not hesitate to contact us via the details below.

## Collection of Data

UCH does not capture and store any personal information about individuals who access our website, except where you voluntarily choose to give us these details by means of online sign up form for e-mail newsletter, or if you are booking tickets via the website for events.

If you wish to book tickets, become a Friend or purchase gift cards online or by phone, you will be asked to register with us. This involves providing us with your name, address, contact telephone number, e-mail address and credit card details when applicable.

This information is used to process your booking/order and to provide you with the service you have requested.

These account details (name, address, contact number and e-mail address) remain on our booking system in order to process future bookings and to communicate with you in the event of vital performance/event information e.g. cancellation or change of date.

Credit card details are not recorded on a person's account and are only used to process an individual booking/order.

You will be asked at the time of booking – both online or by phone – if you wish to receive information from UCH with regard to upcoming shows, events and developments. Your decision whether or not to receive this information is detailed on your account and adhered to.

You can change your preference for communication with UCH at any point which will be recorded immediately. You can do this by contacting the UCH Box Office at 061 331549 or by logging into your online account and clicking on "Data Preferences".

There will be a clear Opt-Out link at the bottom of all direct e-mail marketing communications sent by UCH.

### **Security of collected data**

UCH utilises secure Data processors Tickets.com and Sensorpro for ticketing and e-mail marketing services. Customer data collected is stored with these processors and is not transferred, sold or traded with any other third party.

All physical, electronic, and procedural safeguards that comply with regulations are in operation to protect your Personal Data

### **Right of Access to your Personal Data**

If you would like to review the data we hold for you on our database please contact us (see below for full details) and we'll arrange for this information to be disclosed to.

You also have the right to rectify or delete inaccuracies in your personal data, and to request the removal of your account from our system.

### **Cookies**

We employ an industry-wide technology called "cookies". These are small pieces of data that are placed on your hard disk drive when you access our website or a certain part of our website. Cookies help us understand which parts of our website are the most popular, where our Visitors are going, and how much time they spend there. We use universal analytics (Google) for this.

### **Links to other sites**

Our website may contain links to and from other websites.

Please note that these websites may deal with privacy differently and UCH does not accept any responsibility for the privacy practices or the content of any linked site.

### **Industry Standards**

The UCH Privacy Policy has been established in accordance with the Data Protection Acts 1988 & 2003. This Privacy Policy will be updated from time to time. It is your responsibility to check back to see recent changes.

### **Contacting Us**

If you need further assistance or would like to make a comment, please e-mail [Jennifer.flewett@uch.ie](mailto:Jennifer.flewett@uch.ie) or contact us at the following address:

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University of Limerick

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