

Privacy Notice – Event bookings

Introduction

This privacy notice explains how Wyre Council will collect, process and retain your personal data when you visit the Ticket Tailor online event ticket shop to book a ticket to one of our events or when booking a ticket via the telephone or in person.

Personal data we collect

Wyre Council use TicketTailor an independent ticketing platform to process event bookings. We will collect personal information from you when you book a ticket to one of our events which may include your name, address, phone number and email address together with payment information (for chargeable events only). We may also collect personal data belonging to other people, which you give to us when you register them to attend an event. When providing us with their data, you agree that you have notified them of this privacy notice and, where necessary, obtained their consent so that we can lawfully process their personal data in accordance with this notice.

All personal data that you provide to us must be true, complete and accurate. If you provide us with inaccurate or false data, and we suspect or identify fraud, we will record this.

You do not need to provide us with any personal data to view our event ticket shop. However, we may still collect the information listed under the 'data we automatically collect' section of this policy.

When you contact us by email or post, we may keep a record of this correspondence.

Data we automatically collect

When you visit our event ticket shop, Ticket Tailor, or third parties on their behalf, automatically collect and store information about your device and your activities. This information could include (a) your computer or other device's unique ID number; (b) technical information about your device such as type of device, web browser or operating system; (c) your preferences and settings such as time zone and language; and (d) statistical data about your browsing actions and patterns. Ticket Tailor collect this information using cookies in accordance with the Cookie section of this privacy notice and we use the information we collect on an anonymous basis to improve our event ticket shop, our events and the products and services we provide, and for analytical and research purposes.

Lawful basis for processing your personal data

Wyre Council (the Data Controller) will only use your personal data in order to comply with our contractual obligation to you to supply tickets purchased by you to an event and any associated products and services, including to contact you with any information relating to the event or your purchases, to deliver the event and your purchases to you in accordance with any requests you make. We also agree to deal with any questions, comments or complaints you have in relation to the event or your purchases.

We may also use your personal data for our legitimate interests, including dealing with any customer services you require, enforcing the terms of any other agreement between us, for regulatory and legal purposes (for example anti-money laundering), for audit purposes and to contact you about changes to this policy.

Where we hold and process your data

Your personal data is held by Wyre Council and Ticket Tailor. Please be aware that when using Ticket Tailor, your personal information will be processed by them in the UK and the European Economic Area ("EEA"). Ticket Tailor take steps to minimise transfers of your personal information outside of the UK and EEA, however, there may be some circumstances where they or their service providers

do transfer your personal information to a destination outside the UK or EEA. To read how Ticket Tailor hold and process data visit their [privacy policy](#).

At Wyre Council your data will not be shared with any other third party but will be used by staff and volunteers to host an event in the form of an event attendee register and to assess ticket sales and turn out.

Retention of your data

If you book tickets and attend an event, we shall retain your personal data for a period of three years after the event, or in the case of a minor, up to 21 years.

You may also contact TicketTailor directly to request removal of your data from their systems as outlined in their [Privacy Policy](#).

Cookies

A cookie is a small text file containing a unique identification number that is transferred (through your browser) from a website to the hard drive of your computer. The cookie identifies your browser but will not let a website know your name and/or address. These files are then used by websites to identify when users revisit that website.

Ticket Tailor's event ticket shop uses cookies so that they can recognise you when you return and personalise your settings and preferences. Most browsers are initially set up to accept cookies. You can change your browser settings either to notify you when you have received a cookie, or to refuse to accept cookies. Please note that the event ticket shop may not operate efficiently if you refuse to accept cookies.

We also use Google Analytics to monitor how the event ticket shop is used. Google Analytics collects information anonymously and generates reports detailing information such as the number of visits to the event ticket shop, where visitors generally came from, how long they stayed on the event ticket shop, and which pages they visited. Google Analytics places several persistent cookies on your computer's hard drive. If you do not agree to this you can disable persistent cookies in your browser. This will prevent Google Analytics from logging your visits.

Security of your data

We shall process your personal data in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

All payment information you provide is stored on Ticket Tailor's secure servers. Any payment transactions are encrypted using SSL technology.

Where we have given, or you have chosen a password, you are responsible for keeping this password confidential. However, you acknowledge that no system can be completely secure.

Our event ticket shop may contain links to other sites of interest. Once you have used these links to leave our event ticket shop, you should note that we do not have any control over that other site. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this policy. You should exercise caution and look at the privacy policy applicable to the site in question.

Your rights

You have the right to obtain from us a copy of the personal data that we hold for you, and to require us to correct errors in the personal data we hold if it is inaccurate or incomplete. You also have the right at any time to require that we delete your personal data. To exercise these rights, or any other rights you may have under applicable laws, please contact the Council's Data Protection Officer.

If you have any complaints in relation to this policy or otherwise in relation to our processing of your personal data, please contact the Council's Data Protection Officer, Joanne Billington on 01253

891000 or visit www.wyre.gov.uk for further information. You also have the right to contact the the Information Commissioner - see www.ico.org.uk.

General

We may change the terms of this privacy notice from time to time. You are responsible for regularly reviewing this policy so that you are aware of any changes to it. If you continue to use our event ticket shop after the time we state the changes will take effect, you will have accepted the changes