**Culture Service Privacy Notice**

Details of what information we collect from you, what we do with it, and who it might be shared with.

[**Open all**](https://tunbridgewells.gov.uk/privacy-and-cookies/service-privacy-notices/privacy-notices/leisure/culture-service)

[**Who we are**](https://tunbridgewells.gov.uk/privacy-and-cookies/service-privacy-notices/privacy-notices/leisure/culture-service#341174One)

Tunbridge Wells Borough Council
Town Hall
Royal Tunbridge Wells
Kent
TN1 1RS

The Amelia

Email: **info@theamelia.co.uk**

Assembly Hall Theatre and general enquiries

Email: **ticketsales@tunbridgewells.gov.uk**

**Skate TW**

Email: **icerink@tunbridgewells.gov.uk**

Telephone: **01892 526121**

[**How do we collect information from you?**](https://tunbridgewells.gov.uk/privacy-and-cookies/service-privacy-notices/privacy-notices/leisure/culture-service#341174Two)

We collect and store personal and non-personal data that you may provide as part of booking tickets, making a purchase, becoming a member or via donation forms, e-news sign-ups, visitor surveys or in connection with a specific project or event. We may also collect photographs if you donate items or if you attend cultural or learning events organised by the Council.

The Culture department of Tunbridge Wells Borough Council consists of:

[**The Amelia**](https://theamelia.co.uk/)

[**Assembly Hall Theatre**](https://www.assemblyhalltheatre.co.uk/)

[**Camden Centre**](https://tunbridgewells.gov.uk/community-and-leisure/community-centres/camden-centre)

[**Wesley Centre**](https://tunbridgewells.gov.uk/community-and-leisure/community-centres/wesley-centre)

Skate TW is run and managed by the [**Assembly Hall Theatre**](https://www.assemblyhalltheatre.co.uk/)team.

We also participate in the Council’s [**GO Scheme**](https://tunbridgewells.gov.uk/benefits/gocard) and [**TW Social**](https://twsocial.co.uk/).

[**What types of information do we collect from you?**](https://tunbridgewells.gov.uk/privacy-and-cookies/service-privacy-notices/privacy-notices/leisure/culture-service#341174Three)

* Your full name, title and date of birth
* Postal address, email address and telephone number
* Ticket, merchandise and membership history
* Gift Aid status
* Payment card details
* Your contact and communication preferences
* Demographics
* CCTV images, if you visit any of our public buildings or Skate TW
* IP (internet protocol) addresses and cookies
* Web pages accessed and files downloaded
* Photographs
* We may also collect and store sensitive information relating to disability and access needs if you require specific access arrangements for the Theatre, or to register for our Access Scheme. This sensitive information will be held securely and only used for this limited purpose.

[**Why do we collect this information?**](https://tunbridgewells.gov.uk/privacy-and-cookies/service-privacy-notices/privacy-notices/leisure/culture-service#341174Four)

We collect information to provide a cultural facility to residents and visitors. We collect information during ticket purchasing (including Skate TW) and for Amelia Scott room bookings for the performance of a contract. We may occasionally need to contact you by email, letter or telephone about your purchase with us, such as confirming your order, in the case of a cancelled show or session, or should there be problems with your payment. We also collect information to send you marketing, and regarding collection donations with your explicit consent. We collect certain special category data for users of our Access Scheme, only with your explicit consent, which will not be used for marketing purposes. If you do not give us your personal information, we may be unable to provide a service to you.

We collect CCTV footage for a task in the public interest to ensure the safety and security of staff, customers and property.

[**What do we do with your information?**](https://tunbridgewells.gov.uk/privacy-and-cookies/service-privacy-notices/privacy-notices/leisure/culture-service#341174Five)

We will use your information to:

* Provide and improve our Culture Service.
* To send you newsletters and alerts about the culture service in accordance with the preferences you provided at the time of signing up.
* Handle and deliver orders and communicate with you about them.
* Provide a personalised service to you when you visit our website. This could include customising the content and/or layout of our pages for individual users.
* Record any contact we have with you.
* Prevent or detect fraud or abuses of our website and enable third parties to carry out technical, logistical or other functions on our behalf in relation to prevention and detention.
* Carry out research and analysis of data to improve our customer experience, marketing and sales activities. This may include customer profiling and may be undertaken by third-party organisations.
* We may hold information relating to requests for a VIP event you have paid for. We will only share your details with the provider with your consent .
* We may ask if you would like your data to be shared with another organisation, such as a visiting theatre company or event organiser. We only do this if you give us your active consent.

[**Who has access to your information?**](https://tunbridgewells.gov.uk/privacy-and-cookies/service-privacy-notices/privacy-notices/leisure/culture-service#341174Six)

Mid Kent ICT Partnership stores your information on our behalf.

Kent County Council has access to your library information when you use the library at The Amelia Scott. You can view their privacy information on the [**Kent County Council website**](https://www.kent.gov.uk/about-the-council/information-and-data/access-to-information/gdpr-privacy-notices).

We may ask you if you would like your data to be shared with another organisation, such as a visiting theatre company or event organiser. We only do this if you give us your active consent.

Our software providers may also store your information, but only on our instructions. They won’t use it for any other reasons, and they have to look after it in the same way we would. You can view their privacy information here:

* [**Modes Users Association**](https://www.modes.org.uk/terms-and-conditions/)
* [**Artifax Software Limited**](https://artifax.com/privacy-policy/)
* [**Oracle Services**](https://www.oracle.com/uk/legal/privacy/services-privacy-policy.html)
* [**Spydus**](https://kent.spydus.co.uk/cgi-bin/spydus.exe/MSGTRNGEN/WPAC/PRIVACY)
* [**BookingLab**](https://www.bookinglab.co.uk/policies/privacy-policy/)
* [**WordPress.org**](https://en-gb.wordpress.org/about/privacy/)
* [**Activity Stream**](https://www.activitystream.com/)
* [**Spektrix**](https://www.spektrix.com/en-gb/privacy)
* [**GO Tunbridge Wells**](https://www.gotunbridgewells.co.uk/privacy/)
* [**Tunbridge Wells Social (TW Social)**](https://twsocial.co.uk/privacy-policy/)
* [**SurveyMonkey**](https://www.surveymonkey.co.uk/mp/legal/privacy/)
* [**Stunn**](https://www.stunn.co.uk/policies-and-governance/privacy-policy.html)
* [**DotDigital**](https://dotdigital.com/terms/privacy-policy/)
* [**CrowdEngage**](https://www.crowdengage.com/terms)
* **Point One** (will have access to your data to include ‘food and drink purchases)
* [**Audience Agency**](https://www.theaudienceagency.org/privacy-policy)

**Third parties**

To undertake our business activities, we will sometimes share your information with third parties such as our database and IT providers and our mailing house and survey company, which may handle our direct postal or e-mail communications with you. We only choose partners we trust and will only pass personal data to them if they have signed a contract that requires them to:

* abide by the requirements of the UK GDPR and Data Protection Act 2018.
* treat your information as carefully as we would ourselves.
* only use the information for the purposes it was supplied
* allow us to carry out checks to ensure they are doing all these things

**External links**

Our website contains links to other sites whose information practice may be different to ours. You should consult other sites’ privacy notices as we have no control over information that is submitted to or collected by third parties. Furthermore, we cannot guarantee the privacy of personal information you transmit over the web or that may be collectable in transit by others.

[**What are your rights in relation to the personal data we process?**](https://tunbridgewells.gov.uk/privacy-and-cookies/service-privacy-notices/privacy-notices/leisure/culture-service#341174Seven)

* **Access**– you can request copies of any of your personal information that is held by the Council.
* **Rectification**– you can ask us to correct any incorrect information.
* **Deletion**– you can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.
* **Portability**– you can ask us to transfer your personal data to different services or to you.
* **Right to object or restrict processing** – you have the right to object to how your data is being used and how it is going to be used in the future.
* **Right to prevent automatic decisions** – you have to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

[**How long will we keep your information for?**](https://tunbridgewells.gov.uk/privacy-and-cookies/service-privacy-notices/privacy-notices/leisure/culture-service#341174Eight)

We will only keep your information for as long as we need it. Once we no longer need it, we will keep it for a set period (a retention period) but not use it. When the retention period expires we will delete your information from our records. [**View our Retention Schedule on request**](https://tunbridgewells.gov.uk/council/freedom-of-information-and-transparency/data-protection-and-privacy#section4).

[**Keeping your data secure**](https://tunbridgewells.gov.uk/privacy-and-cookies/service-privacy-notices/privacy-notices/leisure/culture-service#341174Nine)

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us.

[**Keeping your data up to date**](https://tunbridgewells.gov.uk/privacy-and-cookies/service-privacy-notices/privacy-notices/leisure/culture-service#341174Ten)

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

[**Details of any automated decision processes**](https://tunbridgewells.gov.uk/privacy-and-cookies/service-privacy-notices/privacy-notices/leisure/culture-service#34117411)

There are no automated decisions in this process.

[**Under 13s**](https://tunbridgewells.gov.uk/privacy-and-cookies/service-privacy-notices/privacy-notices/leisure/culture-service#34117412)

If you are accessing online services and are aged 13 or under‚ please get your parent/guardian's permission beforehand whenever you provide us with personal information.

[**Cookies**](https://tunbridgewells.gov.uk/privacy-and-cookies/service-privacy-notices/privacy-notices/leisure/culture-service#34117413)

What are Cookies and why are they used?

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. View what cookies we use and how you can manage them on our [**privacy and cookies page**](https://tunbridgewells.gov.uk/privacy-and-cookies).

[**Complaints**](https://tunbridgewells.gov.uk/privacy-and-cookies/service-privacy-notices/privacy-notices/leisure/culture-service#34117414)

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer.

Email: **dataprotection@tunbridgewells.gov.uk**

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

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

Telephone: **0303 123 1113** (local rate) or **01625 545 745** if you prefer to use a national rate number.

Alternatively, visit [**ico.org.uk**](https://ico.org.uk/) or email **casework@ico.org.uk**.