

THEATRE503 PRIVACY POLICY

Theatre503 Ltd is a registered charity no 1115555, company no 5694721. Registered address is 503 Battersea Park Road, London SW11 3BW. Theatre503 is a 63 seat theatre in Battersea, London. We are the home of new writers and the artists who bring their words to life.

WHY AM I READING THIS?

503 is committed to protecting and respecting your data, how we use it, contact you and your rights regarding this data. This is so we comply with the Data Protection Act (DPA), The Privacy and Electronic Communications (EC Directive) Regulations (PECR) and General Data Protection Regulation (GDPR).

503 collects and processed your data when you:

1. Use Theatre503's website
2. Buy a ticket for a show at Theatre503
3. Sign up to our mailing lists (general/writers/supporters)
4. Receive communications from us
5. Make a donation/become a Friend/Patron
6. Fill out a show feedback form
7. Contact us (via website/email/phone)
8. Comment/engage with us on Social Media
9. Have applied for a role/freelance opportunity at Theatre503
10. Have submitted a script/production proposal
11. Are a staff member/volunteer/Board member of Theatre503

INFORMATION WE COLLECT FROM YOU

- Name
- Contact Details
 - Address, Email, Telephone
- Financial Information
 - Information about your ticket purchases
 - Information about your donations
 - Information about you as a donor/potential donor
- Sensitive Personal Information
 - Only with your explicit consent or through legal obligation (eg employment law)
- A record of your communications with us
 - Contact form/email/notes of phone calls/meetings
- Interactions with our communications/website
 - Dotmailer/Post/Direct Email/Links and Pages
- Feedback/Comments about a show/our work
- Technical information
 - Including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- Cookies
 - Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.
 - For further information on cookies, visit www.aboutcookies.org or www.allaboutcookies.org.
 - You can set up your browser not to accept cookies – and the websites above tell you how to remove cookies from your browser. In a few cases, some features of our website/ticketing system may not function fully as a result.
- Information about you that you have told us you are happy to pass on to third party arts organisations.

HOW WE USE YOUR INFORMATION

We collect and hold information about you:

- To help build and develop our audience
- To demonstrate the impact of our work to funders
- To personalise your experience of our website/e-newsletters, where possible
- To be able to manage our organisation and improve what we do
- To let you know about our work, upcoming productions, offers and opportunities
- To engage with you as a potential writer/artist
- To help us sell more tickets
- To conduct research, prospecting and fundraising activities to support Theatre503's charitable aims
- To ensure fundraising communications are relevant and provide the best value for support
- Feedback to use in public communications.

We may share information about you:

- With analytics providers for the purposes of improving our website
- With other organisations who help us deliver services to you
- For the purposes of complying with legislation and/or law enforcement agencies

WHAT YOU GET FOR YOUR INFORMATION

- You will know what our shows are and when they are on
- You are aware of other work, we think you may be interested in, both 503 and from other venues/artists
- You can engage with as artists, writers, audience members and supporters
- We can tailor what we send you by better understanding your interests
- To be part of our commitment to openness and transparency

MARKETING & SUPPORTER COMMUNICATIONS

- If you have opted in to receive our general and writers mailings and bought a ticket then 503 will continue to contact you with information about upcoming productions, unless you choose at any point to opt out from them.
- If you are happy for Theatre503 to contact you with more detailed information about the impact of our work, including asking you to support 503 with a donation then you must give your explicit consent by signing up to our 503Plus Mailing.
- If you no longer want to be contacted for marketing & supporter purposes please email marketing@theatre503.com or call us on 020 7978 7040

ACCESS TO YOUR INFORMATION

- You have the right to request a copy of the information that we hold about you
- If you would like a copy of some or all of the information we hold about you please email marketing@theatre503.com, call us on 020 7978 7040, write to us at Theatre503, 503 Battersea Park Road, London, SW11 3BW
- You can ask us to correct information you think is inaccurate.
- You can ask us to remove information about you
 - Please note that some information (financial transactions/gift aid forms for example) will need to be held securely for statutory/accounting purposes.
 - It will be removed at the expiry of that statutory period.

CHANGES TO THIS POLICY

- This privacy policy is under regular review and will place any updates on our website/this document.
- Should any changes occur which affect your consent, you will be informed and given the option of opting in to continue to receive communication.
- This privacy policy was last updated on 30th April 2018

Andrew Shepherd
Executive Director