DIGITAL PRIVACY POLICY

Halesworth Arts Festival intends to be clear and transparent with all its customers as to how it treats data entrusted to its care.

The data we hold is limited to names, postal addresses, telephone numbers and email addresses, along with details of any tickets purchased. This data is used solely to handle booking transactions and also to advise you of upcoming Festival events by post or email. Under GDPR regulations, we will ask new customers to 'opt in' to receive future Festival mailings.

We send no more than 6 emails a year to existing customers to inform them about upcoming Festival events. Customers who have actually bought tickets from us within a specified period of time (currently 3 years) may be sent by post Festival programmes and leaflets.

Halesworth Arts Festival does not use a third party for either postal or email communications.

We have never, and will never, share your information with any other body. In the case of online ticket purchases, some data may need to be shared with Paypal (or equivalent banking transaction system). If this is felt to be inappropriate, then bookings cannot be taken online. We promise never to sell this data to a third party - or give it away. The information we hold is held securely on HAF servers. Data from customers who have booked in the past with us online is stored on a secured Halesworth Arts Festival server by a third-party Data Controller who is fully registered with the ICO.

If you wish under GDPR regulations, to request further information from us or to see a copy of the information we hold about you, please email dataprotection@halesworthartsfestival.org.uk. We may need to verify and confirm your contact details before releasing such information.

You have the right to be forgotten. Please write to the same email address and on request, we will delete all data and references to you from our systems.

We do not allow anyone under the age of 16 to use our services and we do not knowingly collect data from anyone under that age.

May 2018