

Gloucester Tourist Information Office

Privacy Policy

Our websites are www.gloucesterticketshop.co.uk. We are part of Gloucester City Council and provide our websites and services as part of their functions.

In order for us to be able to provide you with our website and services we may need to collect personal information about you.

We want you to use our website and services safe in the knowledge that any personal information you give us is held in accordance with the law. We have written this Privacy Policy to tell you:

- What personal information we collect about you when you use the Website
- How we use your personal information
- Our legal basis for using your information
- Who we may share your personal information with
- Where and how we store your personal information
- How long we keep your personal information
- What we do to protect your personal information
- What choices you have in relation to your personal information

This website is owned and operated by Gloucester Tourist Information Centre who are part of Gloucester City Council. If you have any comments or queries about this website please contact tickets@gloucester.gov.uk.

We last updated this Privacy Policy on 28.03.19.

1. What information we collect about you

We may collect the following information about you:

- your name and address
- your email address
- your telephone number
- your payment details
- information about the events you have attended
- any refunds you may have received
- information about your interests and the type of event and activities you want to receive information about
- If you are an event organiser, we will require you name, contact details, payment details and information about your company (if applicable)

We collect information about you in two different categories:

- Identifiable information – this is information that allows us to identify you such as your name and email address, telephone number etc

(a) Personal Information you give us

We may collect personal information about you when you:

- Fill in an enquiry form on our website
- Visit one of our offices
- Request a newsletter

- Ask for any leaflets or brochures
- Contact us by email or post
- Contact us by telephone
- Purchase tickets, goods or other services from us

(b) Personal Information we collect automatically

When you visit our website or use our services, we may collect certain information automatically using cookies. This is information such as:

- Tracking the user's progress in the transaction or for passing data which cannot be stored locally
- Identifying a visitor during a single browser session and indicates they are included in an audience sample.
- Keeping some session state information on the client in order to improve performance
- Identifying the logged-in user account. Used for "remember me" functionality.
- If you want to know more about how we use cookies, please contact tickets@gloucester.gov.uk

(c) Personal Information we collect from other sources

We work with several of other organisations such as payment processing companies, event organisers, internet search engines, marketing organisations and cookie providers who may provide us with information about you.

We may collect personal information from the following organisations:

- Event Organisers
- Gloucester History Festival
- Museums in Gloucestershire

2. How we use your Personal Information

In order for us to provide our website, process your request for information or your request for tickets, goods or services, we may use your information in the following ways:

- to provide you with the tickets, goods or services you have asked for
- to answer your question or query
- to send you leaflets, brochures or other information that you have requested
- to refund your money in the event of cancellation
- to send out marketing information (only where you have given us permission to do so)

Our Marketing

If you have given us consent to do so, we may provide you with information about products, services, special offers, and other news where we feel these may interest you. We may use your information for market research and analysis including profiling so that we can ensure that we tailor our offers to your likes and needs.

Depending on what contact information you have given to us, we may contact you by email or post. We will only do this where you have consented to receiving such information from us.

You can opt out of such marketing at any time and if you wish to do so, please email us at tickets@gloucester.gov.uk.

3. Our legal basis for using your information

The law only allows us to use your personal information in certain limited circumstances. We have listed these below and what information they allow us to process.

a.) Where you have consented to us using your personal information

When you submit information to us on our website, we will process that information in order to comply with your request for further information. If you tick the box to agree to receiving marketing from us or any of organisations we work with, we will only do this in line with the consent that you have given to us.

b.) Where we need to perform the contract we have entered into with you

If you have entered into a contract with us, then we may need to process your personal data to fulfill that contract

Examples of how we may use your information in order to comply with a contract that we have entered into with you:

- to process your request for event tickets and send them out to you
- to provide your with any other goods or services you may have requested

c.) Where we need to comply with a legal obligation

An example of how we may use your information to fulfil a legal obligation:

- Keeping records for tax purposes.

4. Sharing your Personal Information

a.) Event Organisers

We sell tickets on behalf of event organisers and whilst we do not routinely provide lists of event attendees to the event organisers, we may be required to do so in the event of cancellation or where the event organiser has reason to require a list of individuals, their contact details and payment details.

The Gloucester History Festival requires us to produce a list of attendees and their contact details, which we do as part of our contract with them.

The event organisers we work with change depending on what events are running and other factors. We do routinely work with the following event organisers:

- Gloucester History Festival
- BBC Radio Gloucestershire
- Gloucester Civic Trust
- Carducci Festival
- Marketing Gloucester

c.) Other Third Parties

We may share your information with certain other third parties including:

- Our payment providers who may need to see your information to process your payment
- Our website providers who need to see your information in order to keep our website up and running
- Analytics and search engine providers who analyse information about your use of our website and help us to tailor the product and offers that we send to you and other users

We work with the following organisations:

- Capita
- Seatgeek
- Microsoft –Email and Microsoft Applications (www.microsoft.com)

d.) Legal Requirements and Law Enforcement

We may also disclose your personal information to third parties:

- if we are required by law (e.g. where it is required for crime investigation)
- or in order to enforce or apply our terms of use (e.g. if we believe you have misused our services or website)

Third Party Privacy Policies

Our website may contain links to websites owned by other organisations. If you follow a link to another website, such websites will have its own privacy policy. We suggest that you check the policies of any other websites before giving them your personal information as we cannot accept responsibility for any other website.

5.) Where we store your Personal Information

We are committed to ensuring that our suppliers have appropriate technical, administrative and physical procedures in place to ensure that your information is protected against loss or misuse. All personal information you provide to us is stored on our secure servers or on secure servers operated by a third party located in the EEA.

All third parties who provide services or software to us are required to sign a contract requiring them to have appropriate technical, administrative and physical procedures in place to ensure that your information is protected against loss or misuse.

Emails

If you chose to send us information via email, we cannot guarantee the security of such information until it is delivered to us.

6.) Retention of information

We only hold your personal information for as long as necessary for the purposes for which we collected your information.

We have a retention policy which lays down timescales for the retention of information. Customer data retention periods can be found below:

Type of Documents	Description of Document	Retention Period
Marketing Database	Name and contact details of people expressing interest in our goods or services.	Stored indefinitely until customer requests removal.
Ticket Order Database	Name and contact details of all customers including emails, addresses and payment information	Stored indefinitely until customer requests removal.

Your rights

Access to information

You have the right to access information that we hold about you. If you wish to receive a copy of the information that we hold, please contact the Freedom of Information Office at foi@gloucester.gov.uk or write to us at the address above.

Changing or deleting your information

You can ask us at any time to change, amend or delete the information that we hold about you or ask us not to contact you with any further marketing information. You can also ask us to restrict the information that we process about you.

You can request that we change, amend, delete your information or restrict our processing by emailing us at tickets@gloucester.gov.uk.

Right to prevent Automated decision making

You have a right to ask us to stop any automated decision making. We do not intentionally carry out such activities, but if you do have any questions or concerns we would be happy to discuss them with you and you can contact us at tickets@gloucester.gov.uk.

Complaints

If you make a request to us under this Privacy Policy and you are unhappy with the response, you can ask for the request to be reviewed under our internal complaints procedure. Our internal complaints procedure allows your request to be reviewed by a relevant Council Officer who will do their best to try and resolve the issue.

If you have been through the internal complaints procedure and are still not happy with the result, then you have the right to complain to the Information Commissioner's Office. They can be contacted as follows:

Website: www.ico.org.uk
Telephone: 03031231113
Address: Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Changes to our Privacy Policy

We review our Privacy Policy on a frequent basis to check that it accurately reflects how we deal with your information and may amend it if necessary. You should check this page regularly to see the most up to date information.

How to Contact us

We welcome questions, comments and requests regarding this Privacy Policy which can be sent to heretohelp@gloucester.gov.uk.