

Visitor Experience – Tickets Awaiting Collection

Why do we collect information about you?

We collect information from you so we can enable you to collect a ticket you have purchased for an event upon your arrival.

What information do we collect about you?

We collect your name, home address, email, landline & mobile.

Who do we share the information with?

Unless specifically stated at time of purchase, information is not shared with anyone. On occasion, an event organiser may ask for contact details so they can contact the customer directly (with menu choices for example). This will be highlighted at time of purchase.

Is any information transferred to or stored on servers based outside the European Economic Area?

Information is stored in the UK & the EU only.

How long do we keep your information?

We keep customers contact details in line with our retention schedule, which is available on the Gloucester City Council website under the Documents heading on the Data Protection page. View the document [here](#).

Who do we collect information from?

Information is provided by you, the customer, when completing a booking with us.

What are the consequences if we do not collect the data?

If you choose not to provide contact details, we may not be able to inform you of important updates regarding your event.

Are any decisions about you made by automatic means?

No automated decisions are made about you.