



Privacy Policy

Nenagh Arts Centre

May 2018

At Nenagh Arts Centre we respect your right to privacy and comply with our obligations under the EU General Data Protection Regulations, as enacted in the Data Protection Bill 2018.

This Privacy Policy aims to help you understand what data we collect, why we collect it, what we do with it and how long we retain it for.

Type Of Data We Collect:

Purchase Data: When you purchase tickets, gift vouchers, etc through our Box Office and website, we will ask for your name, email, phone number, and address data. If you consent to provide this data it will be stored by our ticketing partner, Future Ticketing. When you book tickets online, your data is shared between Nenagh Arts Centre, Stripe (payment provider), and Future Ticketing (ticketing platform) in order to process the transaction and will be stored.

Any credit card details provided through Box Office or online are processed through Stripe, our payment provider. Nenagh Arts Centre does not store our customers' financial details nor do we have access to these details.

[Stripe Privacy Policy](#)

[Future Ticketing Privacy Policy](#)

Subscription Data: Where clients have opted in to be contacted by email, data will be shared with MailChimp (our email partner). You may opt out of receiving our emails at any time by clicking 'unsubscribe' at the bottom of any of our emails.

[Mailchimp Privacy Policy](#)

At Nenagh Arts Centre, we will not use your contact details to send you promotional emails or postal mailings unless you have explicitly given us consent to do so.

Future Ticketing, Stripe, and MailChimp act as data processors on behalf of Nenagh Arts Centre and have implemented appropriate technological measures to protect against accidental loss, destruction, damage, alteration or disclosure.

How do we use your data?

- To improve customer service
- To complete an order
- To inform you of upcoming events
- Statistics to improve our marketing

Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.

E-Mail Marketing Policy

If you have opted in to receive our email marketing communications, you will receive our monthly e-programme and occasionally we will let you know about other upcoming events through email.

If you have not opted in to receive this type of communication, you will not receive the e-programme mails. When you do opt in you are added to a software system MailChimp, an email marketing service.

Some emails that we send you have no tracking at all, for example personal correspondence or emails with invoices attached. In our official e-programme (sent using MailChimp) we put in tracking so that we can tell how much traffic those emails send to our site and we can track, at an individual level, whether the user has opened and clicked on the email. We rarely use the latter information at a personal level, rather we use it to understand open and click rates on our emails to try improve them.

[Mailchimp Privacy Policy](#)

Please Note: If at any time you would like to unsubscribe of receiving emails, you may opt out by clicking 'unsubscribe' at the bottom of any of our emails.

Website Cookies

we use a number of third party services to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site, types of devices used, and length of time on pages. **They cannot be used to identify you personally.**

Currently we operate an 'implied consent' policy which means that we assume you are happy with our use of cookies. If you are not happy, then you should either not use this site, or you should delete our cookies once you have visited the site, or you should browse the site using your browser's anonymous usage setting (called "Incognito" in Chrome, "InPrivate" for Internet Explorer, "Private Browsing" in Firefox and Safari etc.)

When you visit our website, we may automatically collect the following types of information from you: Your internet protocol (IP) address, your login information, time zone setting, operating system and platform, information about your visits including the URL you came from, your country, the search terms you used in our website, products you viewed or searched, page response times, download errors, length of visits to certain pages, page interaction information, and the methods used to browse away from the page. Cookies are used by us so that our website can remember what you have done whilst browsing, your login details, how far you have progressed with an order and what is in your shopping cart.

By using our site, you consent to our web site privacy policy.

Your rights

You are entitled to view/amend your personal information, or withdraw your consent at any time, to know what data is being held about you, to request the removal of your personal data from our records and to have this action completed in a timely manner.

Please contact us on reception@nenagharts.com or Tel 067 34400 for more information

We may review and update this policy. Any changes to our privacy policy will updated in this document.