

Hullabaloo!

Offaly's Children's Arts Festival

Privacy Policy



2024

Supported by Offaly County Council Arts Office, Hullabaloo! Offaly's Children's Arts Festival is coordinated by Birr Theatre & Arts Centre and Esker Arts.

We value our customer data and will endeavour to keep this data safe at all times. We will never sell, share or use your personal information other than as described here. We operate in line with the EU GDPR (May 2018) data protection guidelines.

This Privacy Policy is meant to help you understand what data we collect, why we collect it and what we do with it.

Opting in / Opting Out

Once you have given your consent, you can amend or withdraw your consent at any time. Under certain circumstances, you have rights under data protection laws in relation to your personal data. These include (but not limited to) the right to:

- Request access to your personal data
- Request correction of your personal data
- Request erasure of your personal data
- Object to processing of your personal data
- Request restriction of processing your personal data
- Request transfer of your personal data
- Right to withdraw consent

Who's Who

Data Processor: TicketSolve & Brevo

Data Controller: Birr Theatre & Arts Centre (Hullabaloo! Is a sub-domain of Birr Theatre ticketing system)

Ticketing Data

Through Birr Theatre & Arts Centre's booking system, TicketSolve, when a customer purchases a ticket, gift voucher, merchandise or membership through our Box Office their name, email, postal address, phone number will be stored by our ticketing partner, TicketSolve. No full credit card numbers are stored on our server or TicketSolve's servers. Birr Theatre uses Global Payments for payment gateway.

Online Data

When customers book Hullabaloo! tickets online, data (name, email, postal address, phone number) is shared between Birr Theatre & Arts Centre, Global Payments and TicketSolve in order to process the transaction. Where patrons have opted to provide their details for mailings, data will be shared with our email partner (we currently use Brevo). TicketSolve acts as a data processor on behalf of Birr Theatre & Arts Centre (data controller).

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TicketSolve, Global Payments, Brevo and Birr Theatre & Arts Centre has implemented appropriate technological measures to protect against accidental loss, destruction, damage, alterations or disclosure. Privacy Notices for all providers are available on their sites.

Website Cookies

When someone visits our website (www.HullabalooFestival.ie) we use third party services to collect standard internet log information and details of visitor behaviour patrons. We do this to find out things such as the number of visitors to the various parts of our website, types of devices used, times of the day our website it visited, length of time spent on a page and other such information.

Disabling Cookies

You can prevent the setting of cookies by adjusting the settings on your browser. Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies may result in the disabling of certain functionality and features on our website.

Record Retention Periods

GDPR set's out the principle that personal data shall not be kept for longer than is necessary for the purpose or purposes for which it was obtained. Birr Theatre & Arts Centre has the following data retention periods:

Customer Data

Customer data on TicketSolve	Remove after 5 years of inactivity
Customer data on Brevo	Remove after 5 years of inactivity
Consent/Registration Forms	Remove after 2 years

Mailing Lists

When a customer signs up for Birr Theatre's mailing list, either at the time of booking or separately through applications and enquiries to Hullabaloo!, we collect personal information (name, email, postal address, phone number).

We use that information for a number of reasons:

- to share information e.g. upcoming shows, packages, friends programme, fundraising opportunities;
- to contact customers to obtain or provide additional information about their booking;
- to check records are right and to check every now and then that customers are happy and satisfied;

Birr Theatre also gather statistics around emailing opening and clicks using industry standard technologies to help us monitor and improve our marketing activity.

Customer can unsubscribe by clicking the *unsubscribe* link at the bottom of any of our emails or emailing our data protection officer at info@birrtheatre.com at any time.

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Changes to our Privacy Policy

We may update and review this policy. All new versions will be dated.

Access to your personal information

All customers and staff are entitled to view, amend or delete the personal information that we hold.

Please email a request to our data protection officer on info@birttheatre.com to request same.

This policy was last updated on: date: 1 / 09 /2024

Emma Nee Haslam

Signed: _____