

# Vale Staging Privacy Policy

This Privacy Policy will explain how our organisation uses the data we collect from you when you use our website.

## Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How will we store your data?
- Marketing
- What are your data protection rights?
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## What Data do we collect?

A Ticket 2 Ride Entertainment collects the following data:

- Personal identification information (name, email address, phone number, etc)

## How do we collect your data?

You directly provide A Ticket 2 Ride Entertainment with most of the data we collect. We collect data and process data when you:

- Register online as a volunteer
- Request quotes and consultations for services
- Purchase tickets for events
- Voluntarily complete customer surveys or provide feedback via email.
- Use or view our website via our browsers cookies.

A Ticket 2 Ride Entertainment may also receive your data indirectly from the following sources:

- Your organisation / business website when making initial contact

## How will we use your data?

A Ticket 2 Ride Entertainment collects your data so that we can:

- Process your request for service
- Manage your volunteer account
- Email you special offers
- Contact you in the event of changes or cancellations of events
- Updates to this policy

If you agree A Ticket 2 Ride Entertainment will share your data with our third partner companies as part of processing your orders of hire equipment. These companies may send you offers of their products and services:

- Vale Staging

When A Ticket 2 Ride Entertainment processes your service order it may send your data to and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

### How will we store your data?

A Ticket 2 Ride Entertainment securely stores your data in several ways:

- Volunteer managing – [www.betterimpact.com](http://www.betterimpact.com)
- Order processing and email marketing – [www.fasthost.com](http://www.fasthost.com)
- Sign up to events – [www.aticket2ride.co.uk](http://www.aticket2ride.co.uk)

A Ticket 2 Ride Entertainment will keep data collected:

- For volunteering for a maximum of 6 months after you finish volunteering with us
- For order processing for a period of 12 months from the date of last order.
- For email marketing for a period of 48 hours from when you unsubscribe
- For event sign up for a period of 12 months

Once this period has expired, your data will automatically be permanently deleted through our automated clear down systems.

### Marketing

A Ticket 2 Ride Entertainment would like to send you information about products and services of ours that we think you might like, as well as our partner companies:

- Vale Staging
- The New Greatest Show on Earth Project

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop A Ticket 2 Ride Entertainment from contacting you for marketing purposes or giving your data to other members of our group.

If you no longer wish to be contacted for marketing purposes, please email: [info@aticket2ride.co.uk](mailto:info@aticket2ride.co.uk)

### What are your storage rights?

A Ticket 2 Ride Entertainment would like to make sure you are fully aware of your data protection rights. Every user is entitled to the following:

**The right to access** – You have the right to request A Ticket 2 Ride Entertainment for a copy of your personal data. We may charge a small fee for this service.

**The right to rectification** – You have the right to request A Ticket 2 Ride Entertainment correct any information you believe is inaccurate. You also have the right to request A Ticket 2 Ride Entertainment to complete information you believe incomplete.

**The right to erasure** – You have the right to request that A Ticket 2 Ride Entertainment erase your personal data, under certain conditions.

**The right to restrict processing** – You have the right to request that A Ticket 2 Ride Entertainment restrict the processing of your personal data, under certain conditions.

**The right to object to processing** – You have the right to object to A Ticket 2 Ride Entertainment processing your personal data, under certain conditions.

**The right to portability** – You have the right to request that A Ticket 2 Ride Entertainment transfer your data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at: [info@aticket2ride.co.uk](mailto:info@aticket2ride.co.uk)

Or write to us at: A Ticket 2 Ride, c/o John Cole, 117 Taunton Road, Bridgwater, TA6 6BD

### How do we use cookies?

A Ticket 2 Ride Entertainment uses cookies in a range of ways to improve your experience on our website including:

- Keeping you signed in
- Understanding how you use our website

### What type of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – A Ticket 2 Ride Entertainment uses these cookies so that we recognise you our website and remember your previous selected preferences. These include what language you prefer and location you are in, a mix of first party and third party cookies are used.
- **Advertising** – A Ticket 2 Ride Entertainment uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device and your IP address. A Ticket 2 Ride Entertainment sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collect through cookies with our advertising partners. This means that when you visit another website, you maybe shown advertising based on your browser patterns on websites.

### How to manage cookies

You can set your browser to not accept cookies, and you can remove cookies from your browser at any time. However, in a few cases, some of our website features may not function as a result.

### Privacy policies of other websites

A Ticket 2 Ride Entertainment website contains links to other websites. Our privacy policy only applies to our website, so if you click on a link to another website, you should read their privacy policy.

### Changes to our privacy policy

A Ticket 2 Ride Entertainment keeps its privacy policy under regular review and places any updates in this document. This privacy policy was last updated on Monday 9<sup>th</sup> November 2020.

### How to contact us

If you have any questions about A Ticket 2 Ride Entertainment's privacy policy, the data we hold on you or would like to exercise one of your date protection rights, please do not hesitate to contact us:

Email: [info@aticket2ride.co.uk](mailto:info@aticket2ride.co.uk)

Write to: A Ticket 2 Ride Entertainment, c/o John Cole, 117 Taunton Road, Bridgwater, TA6 6BD