

PRIVACY POLICY



INTRODUCTION

Here at The Old Church, we take your privacy very seriously. We follow the rules and requirements of the EU General Data Protection Regulation (GDPR). We will not share your personal information for marketing or any other purposes without your consent unless where required by law. All of your data is used in accordance with our privacy policy. When you use the The Old Church website, you are consenting to the practices set forth in the below privacy policy, so please read our privacy policy carefully, so you know exactly what happens to your information.

This policy sets out how we collect, process and hold your personal data if you visit our event ticket shop or otherwise provide personal data to us. We are The Old Church of Stoke Newington Church St, Stoke Newington, London N16 9ES. We are the data controller of your personal data.

Again, this policy affects your legal rights and obligations so please read it carefully. If you have any questions, please contact us at info@theoldchurch.org.uk.

CONTENTS

INTRODUCTION

WHAT DATA DO WE COLLECT?

WHY DO WE COLLECT YOUR DATA?

HOW DO WE COLLECT YOUR DATA?

HOW WILL WE USE YOUR DATA?

HOW DO WE STORE YOUR DATA?

SECURITY

MARKETING COMMUNICATIONS

RETENTION

WHO DO WE SHARE YOUR DATA WITH?

WHAT ARE YOUR DATA PROTECTION RIGHTS?

COOKIES

WHAT ARE COOKIES?

HOW DO WE USE COOKIES?

WHAT TYPE OF COOKIES DO WE USE?

HOW TO MANAGE COOKIES

PRIVACY POLICIES OF OTHER WEBSITES

CHANGES TO OUR PRIVACY POLICY

HOW TO CONTACT US

HOW TO CONTACT THE APPROPRIATE AUTHORITY

WHAT DATA DO WE COLLECT?

We collect, process, store and use personal data when you book a ticket to an event, including your name, address, telephone number and email address together with payment information.

We may also collect personal data that you give to us about other people if you register them to attend an event. You agree that you have notified any other person whose personal data that you provide to us of this privacy notice and, where necessary, obtained their consent so that we can lawfully process their personal data in accordance with this policy.

All personal data that you provide to us must be true, complete and accurate. If you provide us with inaccurate or false data, and we suspect or identify fraud, we will record this.

You do not need to provide us with any personal data to view our website or event ticket shop. However, we may still collect the information set under the Data we automatically collect section of this policy, and marketing communications in accordance with the Marketing Communications section of this policy.

When you contact us by email or post, we may keep a record of the correspondence.

We will also collect data about your use of our website. This includes details of your domain name and internet protocol (IP) address, the operating system, geographical location, cookie details, how long you viewed pages for, the route through which you navigated the website, and website you visited prior to ours.

WHY DO WE COLLECT YOUR DATA?

When you visit our event ticket shop, we, or third parties on our behalf, automatically collect and store information about your device and your activities. This information could include :

- Your computer or other device's unique ID number;
- Technical information about your device such as type of device, web browser or operating system;
- Your preferences and settings such as time zone and language; and
- Statistical data about your browsing actions and patterns.

We collect this information using cookies in accordance with the *Cookies* section of this policy, and we use the information we collect on an anonymous basis to improve our website and event ticket shop, our events and the services we provide, and for analytical and research purposes.

We also allow advertisers and advertising networks to collect information about your computer or mobile device, activities, and geographic location to enable them to display targeted ads to you and provide us with anonymous information

about our users' behaviour. Again, this takes place through the use of cookies in accordance with the *Cookies* section of this policy.

HOW DO WE COLLECT YOUR DATA?

You directly provide The Old Church with most of the data we collect. We collect data and process data when you perform actions such as:

- Using or viewing our website via our website's cookies;
- Placing an order for tickets or any other of our products or services;
- Signing up to our **Mailchimp** e-newsletter via our website or in-house sign-up forms;
- Voluntarily completing a customer survey or provide feedback via email;
- Donating to our organisation via a third party crowdfunding platform.

Sometimes we may provide information about you to employees of our event ticketing partner, **Ticket Tailor**, to deal with accounts, products, services, and questions. We will not disclose your personal information to third parties except in accordance with this policy or where we are required by law to disclose that information. We may also use the information to keep in contact with you and inform you of developments associated with The Old Church. You will be given the opportunity to remove yourself from any mailing list or similar device. If you would like to unsubscribe now, you can do this by emailing info@theoldchurch.org.uk.

HOW WILL WE USE YOUR DATA?

The Old Church collects your data so that we can:

- Personalise and tailor our service to meet your needs;
- Improve the website, its function and our service;
- Process your orders for event tickets*;
- To send you an occasional newsletter, informing you of special offers and events, competitions, general news and fundraising events etc. that we think you will be interested in.

*The Old Church will use your personal data in order to comply with our contractual obligation to supply to you the tickets to an event that you have booked, including to contact you with any information relating to the event, to deliver the event to you in accordance with any requests you make and that we agree to, and to deal with any questions, comments or complaints you have in relation to the event.

We may also use your personal data for our legitimate interests, including dealing with any customer services you require, enforcing the terms of any other agreement between us, for regulatory and legal purposes (for example to credit reference agencies to prevent fraudulent purchases, anti-money laundering), for audit purposes and to contact you about changes to this policy.

HOW DO WE STORE YOUR DATA?

Some or all of your personal data may be stored or transferred outside of the European Union (the EU) for any reason, including for example, if our email server is located in a country outside the EU or if any of our service providers or their servers are based outside of the EU. We shall only transfer your personal data to organisations that have provided adequate safeguards in respect of your personal data.

SECURITY

The Old Church shall process your personal data in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures. All information you provide to us is stored on our secure servers. Any payment transactions are encrypted using SSL technology.

Where we have given, or you have chosen a password, you are responsible for keeping this password confidential.

However, you acknowledge that no system can be completely secure. Therefore, although we take these steps to secure your personal data, we do not promise that your personal data will always remain completely secure.

MARKETING COMMUNICATIONS

The Old Church would like to send you information about products and services of ours that we think you might like.

If you opt in to receive marketing communications from us you consent to the processing of your data to send you such communications, which may include newsletters, blog posts, surveys and information about new events. We retain a record of your consent.

You have the right at any time to stop The Old Church from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please email info@theoldchurch.org.uk, or click unsubscribe from any of our marketing emails. If you do unsubscribe to marketing communications, it may take up to **10 business days** for your new preferences to take effect. We shall therefore retain your personal data in our records for marketing purposes until you notify us that you no longer wish to receive marketing emails from us.

RETENTION

If you register with us, we shall retain your personal data until you close your account.

If you receive marketing communications from us, we shall retain your personal data until you opt out of receiving such communications.

If you have otherwise booked a ticket with us or contacted us with a question or comment, we shall retain your personal data for **6 months** following such contact to respond to any further queries you might have.

WHO DO WE SHARE YOUR DATA WITH?

We may share your personal data with any service providers, sub-contractors and agents that we may appoint to perform functions on our behalf and in accordance with our instructions, including payment providers, event ticketing providers, email communication providers, IT service providers, accountants, auditors and lawyers.

Under certain circumstances we may have to disclose your personal data under applicable laws and/or regulations, for example, as part of anti-money laundering processes or protect a third party's rights, property, or safety.

We may also share your personal data in connection with, or during negotiations of, any merger, sale of assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or into another company.

WHAT ARE YOUR DATA PROTECTION RIGHTS?

The Old Church would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following:

The right to access

You have the right to request The Old Church for copies of your personal data. We may charge you a small fee for this service.

The right to rectification

You have the right to request that The Old Church correct any information you believe is inaccurate. You also have the right to request The Old Church to complete information you believe is incomplete.

The right to erasure

You have the right to request that The Old Church erase your personal data, under certain conditions.

The right to restrict processing

You have the right to request that The Old Church restrict the processing of your personal data, under certain conditions.

The right to data portability

You have the right to request that The Old Church transfer the 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 email us at info@theoldchurch.org.uk, or write to us at **The Old Church, Stoke Newington Church St, London N16 9ES**.

COOKIES

1. WHAT ARE COOKIES?

Your Internet browser has the in-built facility for storing small text files – called “cookies” – that contain a unique identification number that is transferred (through your browser) from a website to the hard drive of your computer to collect standard Internet log information and visitor behaviour information. The cookie identifies your browser but will not let a website know any personal data about you, such as your name and/or address. These files are then used by websites to:

- Identify when users revisit that website;
- Learn more about what you’re interested in; and
- Enhance your experience whilst using our website.

Our event ticket shop uses cookies so that we can recognise you when you return and personalise your settings and preferences. Most browsers are initially set up to accept cookies. You can change your browser settings either to notify you when you have received a cookie, or to refuse to accept cookies.

(Please note that while you have the ability to prevent your computer from accepting cookies, our event ticket shop and/or other webpages on our site may not operate efficiently if you do refuse to accept cookies.)

For further information, visit allaboutcookies.org.

We also use Google Analytics to monitor how our website and event ticket shop is used. Google Analytics collects information anonymously and generates reports detailing information such as the number of visits to the event ticket shop; where visitors generally came from; how long they stayed on the event ticket shop (and other pages on our site); and which pages they visited. Google Analytics places several persistent cookies on your computer's hard drive. These do not collect any personal data. If you do not agree to this you can disable persistent cookies in your browser. This will prevent Google Analytics from logging your visits.

You can find an overview of privacy at Google [here](#). For information on how to opt-out from all Google Analytics cookies (from all sites) visit Google.

2. HOW DO WE USE COOKIES?

The Old Church uses necessary cookies in a range of ways to make our website work and to improve your experience on it, including:

- Keeping you signed into our event ticket shop
- Understanding how you use our website

3. WHAT TYPE OF COOKIES DO WE USE?

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

Functionality

The Old Church uses these cookies so that we recognise you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.

Advertising

The Old Church 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. The Old Church sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

4. HOW TO MANAGE COOKIES

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

PRIVACY POLICIES OF OTHER WEBSITES

The Old Church website contains links to other websites. Our Privacy Policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

CHANGES TO OUR PRIVACY POLICY

If any provision of this policy is held by a court of competent jurisdiction to be invalid or unenforceable, then such provision shall be construed, as nearly as possible, to reflect the intentions of the parties and all other provisions shall remain in full force and effect.

This policy shall be governed by and construed in accordance with the law of England and Wales, and you agree to submit to the exclusive jurisdiction of the English Courts.

The Old Church keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on **29 April 2021**. You are responsible for regularly reviewing this policy so that you are aware of any changes to it. If you continue to use our website event ticket shop after the time we state the changes will take effect, you will have accepted the changes.

HOW TO CONTACT US

If you have any questions about The Old Church's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to email us at info@theoldchurch.org.uk, or write to us at **The Old Church, Stoke Newington Church St, London N16 9ES**.

HOW TO CONTACT THE APPROPRIATE AUTHORITY

Should you wish to report a complaint or if you feel that The Old Church has not addressed your concern in a satisfactory manner, you may contact the UK Information Commissioner's Office [here](#).