

North Norfolk Players
General Data Protection Regulations
Privacy Policy (Customers)



About this policy

This policy explains when and why North Norfolk Players (NNP) collects personal information about its customers and how it uses it, keeps it secure and customer's rights in relation to it. We will collect, use and store personal data, as described in this Data Protection Policy when people purchase tickets for NNP events.

We reserve the right to amend this Data Protection Policy from time to time without prior notice. You are advised to check our website regularly for any amendments. We will only share your personal data with any third parties as outlined below.

We will always comply with the General Data Protection Regulation (GDPR) when dealing with your personal data. Further details on the GDPR can be found at the website for the Information Commissioner (www.ico.gov.uk).

Responsible person

For the purposes of the GDPR, The North Norfolk Players Treasurer will be the "controller" of all personal data held about associates and others. The North Norfolk Players Treasurer is responsible for making sure that NNP complies with the General Data Protection Regulation (GDPR), which applies from 25 May 2018. They will review personal data every year to establish whether we are still entitled to process it or not.

Customer's rights

You have rights under the GDPR:

- To access your personal data
- To be provided with information about how your personal data is processed
- To have your personal data corrected
- To have your personal data erased in certain circumstances
- To object to or restrict how your personal data is processed in certain circumstances

For more details, please address any questions, comments and requests regarding our data processing practices to the North Norfolk Players Treasurer.

Specific use and sharing of personal information

In general your personal data will only be used for the purposes of processing payments for tickets to NNP events and delivering those tickets to you. Your email and telephone numbers may be used for communications from NNP concerning production information and other important notices etc. Your personal data will not be passed to anyone else outside NNP and your email will only be given to someone outside NNP with your permission.

The Lawful reasons for processing your data are:

- a) because it is necessary for the purpose of processing payments for tickets to NNP events;
- b) because it is necessary for the purpose of delivering tickets to NNP events;
- c) because it is necessary for the purpose of informing you about NNP events;
- d) you have given consent to the processing of your data by agreeing with our privacy statement for the specific purposes set out in this policy.

What Information we collect.

Names, addresses, emails, telephone numbers.

The 16 digit credit/debit card number on the front of a credit card, the three digit CVV number on the rear of the card and the card's expiry date. *This data will only be used to process individual transactions and will not be stored permanently unless you opt to store it in our payment processor's system.*

How we protect your personal data

The Data Controller will process personal information electronically and hold all information in NNP's secure ticketsource.co.uk account. If you opt to store your credit card information with our payment processor, it will be held on their secure server. See Stripe's terms and conditions for further details. If it is necessary to transport data it will be kept secure.

Other officers of NNP, e.g. the Chair, may hold personal information as necessary and will make appropriate provisions for its security.

Request to see your personal information

If you wish to know what personal data NNP holds please email the North Norfolk Players Treasurer via the website contact page (<https://www.nnplayers.org.uk/contactform.php>) and they will respond within 21 days of the request (depending on availability).

Accuracy and retention of data

Each individual customer is responsible for keeping the North Norfolk Players Treasurer informed of changes to their data (e.g. address/telephone number, email etc.).

The data will be normally be kept for the duration of your association with NNP.

