

Privacy Policy



Next review date July 2027

This policy applies to Staff / Volunteers / Trustees

SPAN Privacy Statements

SPAN is fully committed to protecting your rights and privacy and ensures all your personal information is safe and secure.

SPAN follows procedures which aim to ensure that all employees, volunteers, trustees and others who have access to any personal data held by or on behalf of SPAN are fully aware of and abide by their duties under the General Data Protection Requirement (GDPR) 2018.

If you wish to see our full Data Protection Policy, please contact info@span-arts.org.uk

Our online Box Office is managed using Ticketsolve and payments are processed through Ticketsolve Pay integrated with Mangopay. Mangopay S.A. is an electronic money institution authorised by the Commission de Surveillance du Secteur Financier (CSSF) in Luxembourg to provide e-money and payment services. All orders, including those made by telephone or in person will be processed through this system. We do not store card details on our system.

Third Party Consent

We respect your privacy and protect all personal information you provide when buying tickets. The information you provide will only be used by ourselves to deliver services and to keep you informed with news, offers and future events. We will never sell any part of your data, nor will we pass it on to any third party, marketing company, artist or promoter, without your consent. We do not forward our database to outside companies involved in marketing. If at any point, you wish to be removed from our database, please do not hesitate to contact us.

The information we collect:

SPAN may collect, store and use the following types of personal data:

- Details of transactions made when booking tickets.
- Information that you provide to us for the purpose of registration.
- Any other information that you choose to supply.
- Data relating to volunteering or employment (including, but not limited to, DBS checks, sickness records, references, Equality and Diversity, health questionnaires)
- Information about your computer and about your visits to and use of our website, such as your IP address, geographical location, browser type, referral source, length of visit and number of page views. Please note that this information does not identify any individual user.

How we use the information:

We will send emails highlighting our upcoming events or services and/or additional emails for specific interest genres if you have indicated any. We may contact you about other events or services that may be of interest to you if you chose to allow this.

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Any information provided on feedback forms or collected through participation in our projects or as part of our Friendship scheme will only be used by ourselves to improve our services and help us to understand our audience better. The information gathered is analysed and the demographic data (not personal data) is shared with funders to help us build a case for support for our work. All personal data will be stored securely and treated in a confidential matter in line with GDPR regulations.

Any information gathered as a result of employment or volunteering (including Trustees) with SPAN will be processed for administrative, legal, regulatory or management purposes only. We will only share anonymous volunteer data with funders to report on numbers and demographic of our volunteers. All personal data will be stored securely and treated in a confidential matter in line with GDPR regulations. Data will be retained for the duration of your activity with SPAN and for 6 years thereafter in line with our data retention policy.

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If you wish to see our full Data Retention Policy, please contact info@span-arts.org.uk

If you think there has been a problem with the way SPAN is handling your data, you have the right to complain to the Information Commissioners Office (ICO).

Cookies

We use cookies on our website. A cookie is a text file sent by a web server to a web browser and stored by the browser. The text file is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.

Cookies are necessary to the process of booking your tickets through our website, using the Ticketsolve system, however they are only temporary and will disappear when you end your session.

We may send a cookie which may be stored on your hard drive and use the information we obtain in the administration and improvement of the website.

We cannot be held responsible for cookies relating to third party features such as Facebook, Twitter, Google etc. Third parties have their own policies relating to cookies on their websites.

We may use Google Analytics to analyse the use of our website. Google Analytics generates statistical information by means of cookies. The information generated is used to create reports about the use of our website. Google will also store this information.

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Unsubscribing

If you wish to unsubscribe from our emails or to change or update your personal information, please contact us directly, use links at the bottom of emails or log onto your Ticketsolve account to update information.

Amendments

We reserve the right to update this policy by posting new versions to our website. You should check this page regularly to ensure you are happy with the changes. We may also notify of changes to our privacy policy via email.

Approved by Trustee Board on: 3/8/26

Signed:

A handwritten signature in cursive script, appearing to read 'Sue Hein'.

(Chair / ~~Treasurer~~ / Secretary)

Next Review date: July 2027