

Paul Kirner's Theatre Organ Collection	PRIVACY NOTICE	Doc No.	DP-2	Mar- 24
	Paul Kirner's Theatre Organ Collection	Rev.	F	

Our contact details

Main point of contact for data protection matters:

Trustees of Paul Kirner's Theatre Organ Collection

Paul Kirner's Music Palace

South Street, Ynyshir, Wales CF39 0EG

info@pktoc.co.uk

What type of information we have

We currently collect and process the following information:

Personal identifiers, contacts and characteristics including:

- Name
- Address
- Email
- Telephone number

How we get the information and why we do we have it

All the personal information we process is provided to us directly by you for one of the following reasons:

1. We ask customers for contact information when booking any of our services or reserving seats for an event. We ask for a name plus direct contact telephone or email, and if both are unavailable, a postal address.
2. Our website enquiry form asks for your name and email.
3. You offer your information and consent to join our mailing list.

Under the General Data Protection Regulation (GDPR) the lawful bases we rely on for processing this information are:

- (a) We have a legitimate interest, in managing enquiries, bookings, and reservations at events.
- (b) Your consent to marketing communications. You can remove your consent at any time. You can do this by contacting the Trustees of Paul Kirner's Theatre Organ Collection, Paul Kirner's Music Palace, South Street, Ynyshir, Wales CF39 0EG or emailing your request to info@pktoc.co.uk with the subject "Data Protection".

Paul Kirner's Theatre Organ Collection	PRIVACY NOTICE	Doc No.	DP-2	Mar- 24
	Paul Kirner's Theatre Organ Collection	Rev.	F	

What we do with the information

We (Trustees and Volunteers) use the contact details that you have given us in order to:

- a. Respond to your enquiries.
- b. Reserve your tickets for an event and confirm your reservation on arrival.
- c. Inform you of change or cancellation to your reservation.
- d. Contact you regarding your reservation.
- e. With your explicit consent, marketing future events.

The Data Processor is Microsoft Corporation.

We use a third-party payment services provider, SumUp, for card payments on the premises. SumUp acts as a separate Data Controller, with privacy notice available at <https://www.sumup.com/en-gb/privacy/>. We do not store payment card data.

If you use the contact form on our website, or join our mailing list, your data is processed by Wix in addition to PKTOC.

We do not share your information with any other third party.

How we store your information

If you make an event booking, your information is stored in an electronic document on Microsoft secure servers and encrypted hardware. A paper copy is used to confirm your booking on arrival. After the event, the document is deleted, and the paper copy is destroyed.

If you have provided consent to marketing communications, we will store your information in an electronic database on Microsoft secure servers. Your email address will be added to our mailing list hosted by Wix. We will store the information until you withdraw consent. If we believe we have not interacted with you for more than three years we will, at our discretion, delete your information from the database(s). If we make changes to this policy or no longer believe we have a lawful basis, we will delete your information.

If you fill in a paper consent form, we will store it securely on the Charity's premises. After the information is saved to the electronic database, we will destroy the paper copy.

For compliance with financial regulations, we operate a policy whereby any deleted data is backed up and recoverable for seven years.

On your arrival at an event we may ask if you need assistance to evacuate the premises in the event of fire. This information is securely destroyed immediately after the event and never stored in a filing system, so as not to be controlled under the UK GDPR.

Paul Kirner's Theatre Organ Collection	PRIVACY NOTICE	Doc No.	DP-2	Mar- 24
	Paul Kirner's Theatre Organ Collection	Rev.	F	

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to withdraw your consent for us to process your personal data. You also have the right to object to the processing of your personal data for marketing purposes.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact the Trustees of Paul Kirner's Theatre Organ Collection, Paul Kirner's Music Palace, South Street, Ynyshir, Wales CF39 0EG or email info@pktoc.co.uk with the subject "Data Protection".

How to complain

If you are unhappy with how we have used your data you can make a complaint to the Trustees of Paul Kirner's Theatre Organ Collection, Paul Kirner's Music Palace, South Street, Ynyshir, Wales CF39 0EG.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113