Galway Theatre Festival Privacy Policy

Galway Theatre Festival is a non-profit CLG registered in Ireland (collectively referred to as "GTF", "we" or "us" in this policy).

At Galway Theatre Festival, we are committed to maintaining the trust and confidence of our visitors to our website and subscribers to our newsletter. Maintaining the security of your data is a priority at GTF, and we are committed to respecting your privacy rights. We pledge to handle your data fairly and legally at all times. In particular, we want you to know that GTF is not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes. GTF is also dedicated to being transparent about what data we collect about you and how we use it.

In this Privacy Policy, we've provided lots of detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure. Grab a cuppa and read on.

<u>Types of data we collect</u>

- **What personal data do we collect?**

GTF may collect the following information about you:

- your name, age/date of birth and gender;
- your contact details: postal address including billing and delivery addresses, telephone numbers (including mobile numbers) and e-mail address;
- purchases and orders made by you;
- your on-line browsing activities on GTF website
- your communication and marketing preferences;
- your interests, preferences, feedback and survey responses;
-Our website are not intended for children and we do not knowingly collect data relating to children.

- **Website Cookies**

Our websites use cookies to collect information. This includes information about browsing and purchasing behaviour by people who access our websites. This includes information about pages viewed, products purchased and the customer journey around our websites.

What is a cookie?

Cookies are text files containing small amounts of information which are downloaded to your personal computer, mobile or other device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user's device.

How long are cookies stored for?

Persistent cookies - these cookies remain on a user's device for the period of time specified in the cookie. They are activated each time that the user visits the website that created that particular cookie.

Session cookies - these cookies allow website operators to link the actions of a user during a browser session. A browser session starts when a user opens the browser window and finishes when they close the browser window. Session cookies are created temporarily. Once you close the browser, all session cookies are deleted.

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improve the user experience.

You can find more information about cookies at www.allaboutcookies.org and www.youronlinechoices.eu.

- **Google Analytics**

When someone visits our website, we use a third party service, *Google Analytics*, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our Website.

- **Mailing Lists**

As part of the registration process for our monthly e-newsletter, we collect personal information. We use that information for a couple of reasons: to tell you about stuff you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We don't rent or trade email lists with other organisations and businesses.

We use a third-party provider, *MailChimp*, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see MailChimp's privacy notice. You can unsubscribe to general mailings at any time of the day or night by clicking the 'Unsubscribe' button at the bottom of each newsletter.

How we use your data

GTF uses your personal data:
- to provide goods and services to you;
- to make a tailored website available to you;
- with your agreement, to contact you electronically about promotional offers, news and services which we think may interest you;
- for market research purposes - to better understand your needs;

Changes to this Privacy Notice

We keep our privacy notice under regular review. This privacy notice was last updated on 20 October 2018.