

# Data Protection Policy

## Knaves Theatre Company Limited - How we use your data

### Knaves Theatre Company Limited Privacy Notice

This Privacy Notice governs the manner in which Knaves Theatre Company Limited collects, uses, maintains and discloses information collected from users (each, a "User") of the website ("Site"). This privacy notice applies to the Site and all products and services offered by Knaves Theatre Company Limited.

#### **Web browser cookies**

Our Site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. The User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

#### **Data Protection**

Knaves Theatre Company Limited take all industry advised precautions to protect any and all submitted and stored data, however Knaves Theatre Company Limited accepts no responsibility for loss of data caused by persons with malicious intent, computer attack or infection.

#### **Data Collection:**

##### **Personal identification information**

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, register on the site, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, mailing address, phone number. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personal identification information, except that it may prevent them from engaging in certain Site related activities.

##### **Non-personal identification information**

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

#### **Data Controller:**

The Data controller is Knaves Theatre Company Limited,  
Knaves Theatre Company Limited Head Office : Jason Thomas is the Data Protection Officer,  
and is contactable on

[jason@knaves.com](mailto:jason@knaves.com)

020 8883 2000

Knaves Theatre Company Limited, 3rd Floor 6-8 Bonhill Street, London, United Kingdom, EC2A 4BX

#### **Purpose of Data collection:**

Data is collected for a variety of purposes:

- Business Administration
- Monitoring marketing effectiveness.
- Facilitate a response to queries,
- Pre-entering data to office systems to expediate sign up processes.
- Improving our services and systems, as well as to allow us to provide requested services.

- To improve customer service  
Information you provide helps us respond to your customer service requests and support needs more efficiently.
- To process payments  
We may use the information Users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.
- Marketing: Use of images collected by Knaves Theatre Company Limited with express consent.
- To run a promotion, contest, survey or other Site feature  
To send Users information they agreed to receive about topics we think will be of interest to them.
- To send periodic emails  
We may use the email address to send User information and updates pertaining to their order. It may also be used to respond to their enquiries, questions, and/or other requests. If at any time the User would like to unsubscribe from receiving future emails the User may contact us via our Site.

#### **Data Categorisation:**

Personal – any data which could be used to personally identify an individual including; names, DOB, postal address, telephone/email, IP Address.

Personal & Special – Medical information

Non-personal – Browser name, the type of computer and technical information about Users means of connection to our Site as well as data which has been anonymised.

## **Basis for Processing**

### **Consent**

(Parental permission is required for data of children under the age of 16) (& Processing Special Data)

Contractual necessity Legitimate interests

Explicit consent is requested upon submission of sensitive, children's data or special data during class enrolment. Consent is also required to send promotional material. Data requested during class sign-up or job application is needed in order to prepare and enter in to a contract. Non personal data collected automatically used for statistical research, direct response to queries.

### **Sharing your personal information**

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above. Information may be handled by 3rd party Data Processors (Business Partners) on our behalf. Our business partners are

- PayPal Ltd - (Payment processing)
- Stripe Payments Europe Ltd - (Payment processing)
- Google Ltd- (Gsuite, Adwords, Analytics)
- TicketSource - (Ticket sales)
- The Little Box Office - (Ticket sales)

Business Partners must attest that they also comply with all current legislation and GDPR.

- No data sharing is done internationally

### **How we protect your information – Data Retention & Security**

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Sensitive and private data exchange between the Site and its Users happens over a SSL secured communication channel and is encrypted and protected with digital signatures.

Additionally:

- Personal Data will not be kept for longer than necessary for the purposes for which we are holding that data.
- Personal Data stored online or offline is protected by password and encrypted.
- Data Transmission occurs only when necessary, only data required for the task is used, and transmission is conducted through SSL.

### **Third party websites**

Users may find advertising or other content on our Site that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Site, is subject to that website's own terms and policies.

### **YOUR RIGHTS**

#### **Right to withdraw Consent:**

The User has the right to withdraw consent at any time. This request must be submitted electronically to . The request will be also passed by Knaves Theatre Company Limited to any 3rd party data processors. Knaves Theatre Company Limited will remove or anonymise all stored data from all systems within 7 working days. Should the right to withdraw consent relate to use of images please include as much information & URL Links as possible in order to help with the request.

#### **Right to complaint:**

Should you believe Knaves Theatre Company Limited to have not acted in a fair, proper and safe manner regarding personal data you may submit a complaint the supervisory authority

The Information Commissioner's Office

Water Lane, Wycliffe House

Wilmslow – Cheshire SK9 5AF

Tel. +44 1625 545 745

e-mail: [international.team@ico.org.uk](mailto:international.team@ico.org.uk)

Website: <https://ico.org.uk>

[Rights listed below are explained in detail here](#)

You have the right to

- access to a copy of the information comprised of your personal data;
- object to processing that is likely to cause or is causing damage or distress;
- prevent processing for direct marketing;
- object to decisions being taken by automated means;
- (in certain circumstances) have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Act.

#### **Changes to this privacy Notice**

Knaves Theatre Company Limited has the discretion to update this privacy policy at any time. When we do, we will post a notification on the main page of our Site, revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

#### **Your acceptance of these terms**

By using this Site, you signify your understanding of this policy. Express consent for use of special personal data is requested at point of submission. We do not store or track IP address's with the exception of firewall blacklisting for security purposes.

**Contacting us**

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at:

Knaves Theatre Company Limited,

3rd Floor 6-8 Bonhill Street, London, United Kingdom, EC2A 4BX

This document was last updated on 02/03/20