



Privacy Notice

This privacy notice tells you about the information we collect from you when you complete this survey about yourself and your relationship with **[Insert organisation name]**. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are **[Insert organisation name]**. Our address is **[Insert postal address]**. You can contact us by post at the above address, by email at **[Insert email address]** or by telephone on **[Insert telephone number]**.

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

OR

The contact details of our Data Protection Officer are:

[Insert DPO contact details - name, email address, postal address, telephone number]

What personal data do we collect?

We do not ask you for any personal data during this survey. Your customer ID is used to identify you.

Why do we collect this information?

[If email consent not obtained already]

We will ask for your consent to email you our newsletter which contains information about what's on at **[Insert organisation name]** and other information which we feel might be of interest to you.

We will ask for your consent to use the answers you provide in this survey to customise the content of the newsletter we send to you.

We will ask for your consent to use the answers you provide in this survey for the purpose of research so we can better understand our audience.

What do we do with your information?

This survey is being managed by Morris Hargreaves McIntyre ("MHM") on behalf of **[Insert organisation name]**.

Your customer ID is securely passed to MHM to allow the answers you provide in this survey to be added to your customer record stored on our box office system. **[Insert more details if needed, could be link to privacy policy]**

We have a contractual agreement with MHM that commits them to providing an appropriate level of safeguards for your personal data. It is not sent outside of the European Economic Area (EEA). For more information on MHM please see their privacy policy here <https://mhminsight.com/privacy>

How long do we keep your information for?

MHM store your customer ID for [90 days OR custom period]

We keep your personal data on our box office system for [add details or link to retention policy]

Your rights over your information

By law, you can ask us what information we hold about you, you can see it, and you can ask us to correct it if it is inaccurate.

You can also ask for it to be erased and you can ask for us to give you a copy of the information.

You can also ask us to stop using your information at any time, either by clicking the unsubscribe link at the end of any email communication, or by emailing, writing or telephoning us using the contact details above.

Your right to complain

If you have a complaint about our use of your information, you can contact the Information Commissioner's Office via their website at www.ico.org.uk/concerns or write to them at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF