

# Wick Theatre Company Privacy Policy

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# Wick Theatre Company Privacy Policy

## Wick Theatre Company Privacy Policy

Your privacy is important to us. It is Wick Theatre Company's policy to respect your privacy and comply with any applicable law and regulation regarding any personal information we may collect about you, including across our website, <https://wicktheatre.co.uk/>, and other sites we own and operate.

Personal information is any information about you which can be used to identify you. This includes information about you as a person (such as name, address, and date of birth), your devices, payment details, and even information about how you use a website or online service.

This policy is effective as of January 19 2026

### 1 Information We Collect

Information we collect falls into the categories of: "voluntarily provided,

"Voluntarily provided" information refers to any information you knowingly and actively provide us when using or participating in any of our services and promotions.

### 2 Personal Information

We may ask for personal information - this consists of information you provide when applying for membership or auditioning for a production.

Only information relating to membership will be stored electronically.

There may be photographs, names (including stage names), contact details and your interests relating to participation in the company's activities.

Other information relates to your participation in our productions and forms part of the company's archive, this will consist of publicity material including photographs, programmes and reviews.

### 3 Children and Vulnerable Adults

The safeguarding of children (persons under 18) and vulnerable adults is paramount. We will not publish an individual, identifiable image of a child without the express written consent of a parent or legal guardian (if under 11) or of the child if 12 or over. Where possible, we will avoid naming children in photo captions. If a name is required for context (e.g., in a cast list), we will only use a first name unless we have specific parental consent (if under 11) or of the child if 12 or over to use their full name

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## 4 Legitimate Reasons for Processing Your Personal Information

The reasons for holding this information are:

- i. To maintain records of membership
- ii. To inform you and promote the activities and charitable aims of the company
- iii. To contact you to ask if you would be interested in participating in activities
- iv. To share your contact details with a director,
- v. To engage when you are actively involved in a production.
- vi. To maintain our accounts in relation to membership subscription
- vii. To maintain an archive of the activities of the company for purposes of research and interest into a key local activity over a long period of time.

We only collect and use your personal information when we have a legitimate reason for doing so. In which instance, we only collect personal information that is reasonably necessary to provide our services to you.

- i. to provide you with information about the company's activities
- ii. to contact and communicate with you
- iii. as part of our historical archive

## 5 Security of Your Personal Information

When we collect and process personal information, and while we retain this information, we will protect it within commercially acceptable means such as password protection on the electronic devices that hold your information and secure storage of any paper records, to prevent loss and theft, as well as unauthorised access, disclosure, copying, use or modification.

Although we will do our best to protect the personal information you provide to us, we advise that no method of electronic transmission or storage is 100% secure and no one can guarantee absolute data security.

## 6 How Long We Keep Your Personal Information

We keep your personal information only for as long as we need to. This time period may depend on what we are using your information for, in accordance with this privacy policy. If your personal information is no longer required, we will delete it or make it anonymous by removing all details that identify you.

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However, if necessary, we may retain your personal information for historical research purposes or statistical purposes.

## 7 Disclosure of Personal Information to Third Parties

We will not disclose personal information to: third parties

Please note that we use a third-party provider, Ticket Source, to deliver our box office system. This is operated by the Southwick Community Association who hold data from ticket sales of name, email address, telephone number, address, and information about whether you have opted-in to receive our emails showing forthcoming productions at The Barn Theatre. This information is not accessed by Wick Theatre Company and is managed by the Barn Box Office and Ticket Source. For more information, please see the SCA, and Ticket Source Privacy Policies.

## 8 Your Rights and Controlling Your Personal Information

Your choice: By providing personal information to us, you understand we will collect, hold, use, and disclose your personal information in accordance with this privacy policy. You do not have to provide personal information to us, however, if you do not, it may affect services offered on or through it.

### 8.1 Access:

You may request details of the personal information that we hold about you.

### 8.2 Correction:

If you believe that any information, we hold about you is inaccurate, out of date, incomplete, irrelevant, or misleading, please contact us using the details provided in this privacy policy. We will take reasonable steps to correct any information found to be inaccurate, incomplete, misleading, or out of date.

### 8.3 Non-discrimination:

We will not discriminate against you for exercising any of your rights over your personal information.

### 8.4 Downloading of Personal Information:

We provide a means for you to download the personal information you have shared through our site. Please contact us for more information.

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### 8.5 Notification of data breaches:

We will comply with laws applicable to us in respect of any data breach.

### 8.6 Complaints:

If you believe that we have breached a relevant data protection law and wish to make a complaint, please contact us using the details below and provide us with full details of the alleged breach. We will promptly investigate your complaint and respond to you, in writing, setting out the outcome of our investigation and the steps we will take to deal with your complaint. You also have the right to contact a regulatory body or data protection authority in relation to your complaint.

### 8.7 Unsubscribe:

To unsubscribe from our email database or opt-out of communications (including marketing communications), please contact us using the details provided in this privacy policy, or opt-out using the opt-out facilities provided in the communication.

We may need to request specific information from you to help us confirm your identity.

## 9 Limits of Our Policy

Our website may link to external sites that are not operated by us. Please be aware that we have no control over the content and policies of those sites, and cannot accept responsibility or liability for their respective privacy practices.

## 10 Changes to This Policy

- i. At our discretion, we may change our privacy policy to reflect updates to our processes, current acceptable practices, or legislative or regulatory changes. If we decide to change this privacy policy, we will post the changes here at the same link by which you are accessing this privacy policy.
- ii. If the changes are significant, or if required by applicable law, we will contact you (based on your selected preferences for communications from us) and all our registered users with the new details and links to the updated or changed policy.
- iii. If required by law, we will get your permission or give you the opportunity to opt in to or opt out of, as applicable, any new uses of your personal information.

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## 11 Additional Disclosures for UK General Data Protection Regulation (UK GDPR) Compliance (UK)

### 11.1 Data Controller / Data Process

The GDPR distinguishes between organisations that process personal information for their own purposes (known as “data controllers”) and organisations that process personal information on behalf of other organisations (known as “data processors”). For the purposes covered by this Privacy Policy, we are a Data Controller with respect to the personal information you provide to us and remain compliant with our data controller obligations under GDPR.

#### *11.1.1 Legal Bases for Processing Your Personal Information*

Data Protection and Privacy Laws permit us to collect and use your personal data on a limited number of grounds in which case, we will collect and use your personal information lawfully, fairly and in a transparent manner. We never directly market to any person(s) under 18 years of age.

Our lawful bases depend on the services you use and how you use them. This is a non-exhaustive list of the lawful bases we use:

#### *11.1.2 Consent From You*

Where you give us consent to collect and use your personal information for a specific purpose. You may withdraw your consent at any time using the facilities we provide; however, this will not affect any use of your information that has already taken place.

When you contact us, we assume your consent based on your positive action of contact, therefore you consent to your name and email address being used so we can respond to your enquiry.

Where you agree to receive marketing communications from us, we will do so based solely on your indication of consent or until you instruct us not to, which you can do at any time.

While you may request that we delete your contact details at any time, we cannot recall any email we have already sent. If you have any further enquiries about how to withdraw your consent, please feel free to enquire using the details provided in the Contact Us section of this privacy policy.

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## 11.1.3 *Our Legitimate Interests*

Where we assess it is necessary for our legitimate interests, such as for us to provide, operate, improve and communicate our services. We consider our legitimate interests to include research and development, understanding our audience, marketing and promoting our services, measures taken to operate our services efficiently, marketing analysis, and measures taken to protect our legal rights and interests.

## 11.1.4 *Your Data Subject Rights*

### i. Right to Restrict Processing:

You have the right to request that we restrict the processing of your personal information if (i) you are concerned about the accuracy of your personal information; (ii) you believe your personal information has been unlawfully processed; (iii) you need us to maintain the personal information solely for the purpose of a legal claim; or (iv) we are in the process of considering your objection in relation to processing on the basis of legitimate interests.

### ii. Right to Object:

You have the right to object to processing of your personal information that is based on our legitimate interests or public interest. If this is done, we must provide compelling legitimate grounds for the processing which overrides your interests, rights, and freedoms, in order to proceed with the processing of your personal information.

### iii. Right to be Informed:

You have the right to be informed with how your data is collected, processed, shared and stored.

### iv. Right of Access:

You may request a copy of the personal information that we hold about you at any time by submitting a Data Subject Access Request (DSAR). The statutory deadline for fulfilling a DSAR request is 30 calendar days from our receipt of your request.

### v. Right to Erasure:

In certain circumstances, you can ask for your personal data to be erased from the records held by organisations. However, this is a qualified right; it is not absolute, and may only apply in certain circumstances.

## 12 *When may the right to erasure apply?*

- i. When the personal data is no longer necessary for the purpose for which it was originally collected or processed for.
- ii. If consent was the lawful basis for processing personal data and that consent has been withdrawn. Wick Theatre Company relies on consent to process personal data in very few circumstances.

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- iii. The Company is relying on legitimate interests as a legal basis for processing personal data and an individual has exercised the right to object and it has been determined that the Company has no overriding legitimate grounds to refuse that request.
- iv. Personal data are being processed for direct marketing purposes e.g. a person's name and email address, and the individual objects to that processing.
- v. There is legislation that requires that personal data are to be destroyed.

### 13 Right to Portability:

Individuals have the right to get some of their personal data from an organisation in a way that is accessible and machine-readable, for example as a csv file. Associated with this, individuals also have the right to ask an organisation to transfer their personal data to another organisation.

However, the right to portability:

- i. only applies to personal data which a person has directly given to Wick Theatre Company in electronic form; and
- ii. onward transfer will only be available where this is "technically feasible".

### 14 Right to Rectification:

If personal data is inaccurate, out of date, or incomplete, individuals have the right to correct, update or complete that data. Collectively this is referred to as the right to rectification.

Rectification may involve filling the gaps i.e. to have to have incomplete personal data completed – although this will depend on the purposes for the processing. This may involve adding a supplementary statement to the incomplete data to highlight any inaccuracy or claim thereof.

This right only applies to an individual's own personal data; a person cannot seek the rectification of another person's information.

### 14 Notification of data breaches:

Upon discovery of a data breach, we will investigate the incident and report it to the UK's data protection regulator and yourself, if we deem it appropriate to do so.

### 16 Complaints:

You have the right, at any time, to lodge a complaint with the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)).

We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance using the details below.

Please provide us with as much information as you can about the alleged breach.



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We will promptly investigate your complaint and respond to you, in writing, setting out the outcome of our investigation and the steps we will take to deal with your complaint.

### 17 Enquiries, Reports and Escalation

To enquire about Wick Theatre Company's privacy policy, or to report violations of user privacy, you may contact Judith Berill, our **Data Protection Officer**, using the details in the Contact Us section below.

If we fail to resolve your concern to your satisfaction, you may also contact the Information Commissioner's Office (ICO), the UK Data Protection regulator:

### 18 Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113 (local rate)

Website: [www.ico.org.uk](http://www.ico.org.uk)

### 19 Contact Us

For any questions or concerns regarding your privacy, you may contact us using the following details:

*Data Protection Officer:* [Judith Berrill](#)

*Data Protection Officer's contact details* Wick Theatre Company, Southwick Community Centre West  
Sussex UK BN40 4TE