Privacy Policy

DK proDuKtions Ltd

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Overview

DK proDuKtions is committed to upholding the Data Protection principles of good practice. Protecting your privacy is important to us and we strive to keep all information relating to you confidential in accordance with this statement and the law. As part of the normal operation of our services you may voluntarily provide us with information about yourself. The purpose of this Privacy Policy is to explain what personal data we collect about you, how that personal data might be used and how we protect your personal data and privacy.

Your Privacy and the Information We Collect From You

In order to operate workshops, provide ticket sales services, conduct ticket purchase transactions and provide you with information on products and services that may be of interest to you, we collect three classes of information about you:

- "Contact information" i.e. information that could be used to contact you such as full name, postal address, phone number and email address, which is then permanently stored on our database.
- "Medical information" (relevant to workshops/classes) e.g. previous and current medical history and medication, which is permanently stored on our database.
- "Demographic information" e.g. postal code, hometown, gender, purchase history information, which is permanently store on our database.
- "Financial information" (i.e. credit and debit card numbers) however this information is <u>not</u> permanently stored on our database.

When processing your order for ticket bookings we will ask you for your name, address, telephone number and/or email address. This is essential for all non-cash bookings.

TicketSource only collects personal information about you when you specifically provide us with such information on a voluntary basis. We will not share your personal information for marketing or any other purposes without your consent unless where required by law.

How we Use & Share Your Information

1. Order and Payment Processing, Customer Service and Quality Assurance

We use contact information to help us efficiently perform transactions to deliver the services you have requested and to perform quality assurance, sales analysis and other business analyses. Our current box office Ticketing System Provider is TicketSource.

2. Contacting You with Offers and Promotions

After you provide us with your contact details in connection with ordering tickets you will be given the opportunity to specify how that data is handled. You can request that:

1. your email address and other contact details be added and used to send you information on forthcoming events;
2. your details are forwarded to other Event Organisers in your area that use TicketSource and used to send you general event information.

By selecting any of these options you agree that either DK proDuKtions Ltd or TicketSource (on behalf of itself or other organisations) may send to your nominated email address such promotional emails whose content falls within the description/s you have selected, until such time that you indicate a preference not to receive them.

If you have not opted to receive any category of promotional email, then we will not share your contact information with any third parties.

3. How We Use Financial Information

We use your financial Information to help us efficiently perform sales and other transactions on the site in order to deliver the services you have requested and to perform quality assurance checks. In some cases, we may use third party service providers to help us perform some of these tasks (e.g. Invoice Processing System or Merchant Service Providers) and consequently we may input your financial information.

4. How We Use Demographic Information

We may use your demographic information to perform business analyses or to tailor the site and communications to your interests. We may share anonymous, aggregated (grouped) demographic information with Venues so that they can tailor their advertisements and communications to the appropriate audience. Any time that we are allowed under this Privacy Policy to share your contact information or financial information; we may also share your demographic information along with it.

5. How We Use Medical Information

We may use your medical information to perform business analyses to tailor a workshop, event or performance to best suit your medical requirements. Medical information will be shared with staff, tutors and chaperones prior to a workshop, event or regular class. If a medical emergency arises it may also be shared with a Medical Professional or Event Volunteer.

Data Protection

Your details are encrypted on our servers, which is stored in a secure location. The server is password protected and can only be accessed by authorised staff. When personal data is input into our server, we use appropriate physical, electronic and managerial security

measures to try to prevent that personal data from being accessed by unauthorised persons and to ensure that you may input personal data safely. This means that sometimes we may ask for proof of identity before we disclose personal data to you. DK proDuKtions Ltd does not store any credit/debit card data except for last 4 digits of the card, and this is available only so that the venue can ensure the buyer's identity in the case that a ticket is lost or misplaced.

Access to your personal information

If you wish to correct, update, amend or remove any information we hold about you or amend your marketing preferences, you may do so at any time by contacting us on info@dk-pro.co.uk. We confirm your details each time you enrol or book with us to ensure they are current.

By accepting the Terms and Conditions or by using the services of DK proDuKtions Ltd you consent to the collection and use of your Personal Data by us for the purposes outlined above and for any other purpose which is reasonably necessary for the provision or proper administration of our service.