

THE EVERYWHERE GROUP



PRIVACY POLICY

This document was last updated on June 07, 2023.

This Privacy Policy governs the way Access Everywhere Ltd collects, uses, maintains, and discloses information collected from users (each, a “User”) of the [web address] website (“Site”). This privacy policy applies to the Site and all products and services offered by Access Everywhere Ltd.

Personal Data

We may collect personal data from Users in a variety of ways such as when Users visit our site, register on the site, place an order, subscribe, 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 name, email address, mailing address, phone number, credit card information and address. 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 data which will affect parts of the service which rely on that data.

Non-Personal Data

We may collect non-personal data 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 utilised and other similar information.

Tracking and Cookies

Our Site uses functions such as “cookies” to track information and for record-keeping purposes which will influence the experience of that User, for instance by providing more relevant marketing. Users may choose to set their web browser to refuse cookies, or to alert them when cookies are being sent. If they do so, some parts of the Site may function differently. If any part of the Site fails to function as a result of this please let us know. How we use this information

We may collect and use Users’ personal information for the following purposes:

To improve customer service: Information you provide helps us respond to your customer service requests and support needs more efficiently to personalise user experience: We may display Information which we think is more likely to be of interest to you.

To analyse our Site’s performance: We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.

To improve our Site: We may use feedback you provide to improve our products and services.

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.

For essential communication relating to a purchase: We will use the email address to send the User email confirmation pertaining to their order, such as the location of the event, changes to the schedule or other important information. It may also be used to respond to the User's inquiries, questions, and/or other requests.

In addition, a User may choose to opt-in to a mailing list or other subscription, they will receive emails that may include company news, updates, related product or service information, etc. Users may unsubscribe at any time by contacting us or using the link at the bottom of these emails.

How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorised 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.

Data Sharing

We do not sell, trade, or rent Users personal identification information to others. We share generic aggregated demographic information (but not personal data) with our business partners, such as Producers and marketing providers to make marketing decisions. We use third party service providers to help us operate our business and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those purposes.

We will only transfer information outside the EEA where the organisation receiving the personal data has provided adequate safeguards in accordance with the requirements of GDPR.

Giving You Control

You can have access to your data and update your preferences by logging in and changing them. Alternatively, you can email us or call us and we can give you this information or make these changes for you (note we cannot remove contact information from your account while your attendance at a performance is pending as this information is contractually required). You may request that your data is transferred to a third party.

If you are unhappy with any aspect of our data policy you may make a complaint to the directors of the company who will personally investigate the issue. Please email ticketing@artstickets.co.uk noting 'FAO the Directors' in the subject line.

If you are still unhappy you have the right to complain to a supervisory body such as the ICO who can impose fines and sanctions on companies in breach of the relevant regulations.

Fair Processing of Data

We ordinarily process data on the basis that our Users are visiting our site because they have an interest in interacting with us. We collect limited data and make limited use of it to serve the interest which Users have in interacting with us.

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In the case of a User purchasing a product from us, we contractually require some personal data to complete the transaction and provide key information. Once the contract has been fulfilled (for instance, after you have attended a play or once your membership expires), we will normally keep your data because we believe you may be interested in returning to us for a similar product, but you may change these preferences at any time.

Your Rights

You have the following rights:

- the right to ask for a copy of personal data that we hold about you (the right of access);
- the right to request that we delete personal data held on you; where we no longer have any legal reason to retain it (the right of erasure or to be forgotten);
- the right to ask us to update and correct any out-of-date or incorrect personal data that we hold about you (the right of rectification);

- the right to opt out of any marketing communications that we may send you and to object to us using / holding your personal data if we have no legitimate reasons to do so (the right to object);
- the right (in certain circumstances) to ask us to 'restrict processing of data'; which means that we would need to secure and retain the data for your benefit but not otherwise use it (the right to restrict processing); and
- the right (in certain circumstances) to ask us to supply you with some of the personal data we hold about you in a structured machine-readable format and/or to provide a copy of the data in such a format to another organisation (the right to data portability).

If you wish to exercise any of the above rights, please contact us using the contact details set out below.

Changes to this Privacy Policy

We have the discretion to update this privacy policy at any time. When we do, we will 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 acceptance of this policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

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:

Access Everywhere

<http://www.theeverywheregroup.com>

0203 053 1500

ticketing@accesseverywhere.com