

## **Privacy and Cookies**

When you sign up to our mailing list, buy a concert or live event ticket in advance, enrol on a course or workshop, become a Landmark Friend or, if you are an artist or maker, apply to exhibit at one of our exhibitions or fairs, we obtain information about you. This statement explains what information we collect, how we look after that information and what we do with it.

### **What Information We Collect**

Depending on what you are purchasing from us or signing up to, we may collect any of the following personal information from you:

- Your name
- Postal address
- Telephone number
- Email address
- Which of our activities (e.g music, exhibitions, classes) you are interested in
- Your booking history; i.e which events you booked tickets for or what courses you enrolled on.
- If you are a Landmark Friend we will also record the date you became a LAC Friend, your renewal date, your membership category, how you paid your subscription and whether you agreed to Gift Aid it.
- If you are applying to exhibit at one of our exhibitions or fairs, we will also record what you do (e.g. photographer, fine artist, sculptor etc) and your website address, if you have one.

We aim to ensure that the information we hold is accurate, up to date, adequate and relevant and from time to time we may contact you to confirm our records are still correct. You can contact us at any time to check, update or request removal of your information.

### **Financial Information**

To process online payments we use an internationally recognized payment gateway Global Payments. Once your payment has been processed we are unable to view your card details. If you book and pay over the telephone, your details are entered securely onto the payment gateway Global Payments. No information is held in paper form.

### **How We Store Your Information**

We have a legal duty under the Data Protection Act to safeguard your information and we do this by storing your information on a computer database that is password protected. Only staff trained in the use of this system are able to access it. This database is stored on a secure server.

If you are a Landmark Friend we also keep a paper copy of your Membership Application Form which is stored securely.

### **How We Use Your Information**

The information you provide will be kept confidential and will be used only to support your relationship with the Landmark Arts Centre and to deliver the services you have purchased.

If you sign up to one of our courses or workshops, we may share your email address with the tutor, but only if you have given your consent for us to do so.

If you have applied to exhibit with us then your information will be held by the organiser of the event to which you have applied and will be used to send you relevant information about that event or other opportunities to exhibit that may interest you.

If you have signed up to our postal mailing list, we may share your name and postal address with a professional third party mailing company purely for the purpose of sending you our quarterly events brochure. However we will only use a company that complies with the Data Protection Act and that commits to destroying data supplied by us once the mailing has been sent.

We will never share your information with any other third party without your consent, except in the unlikely event of our receiving a legal warrant or other legal instrument from a Government or law enforcement agency.

### **How Long We Keep Your Information**

We will retain your data indefinitely unless you tell us that you wish to be removed from our database.

### **How To Opt Out**

We will always provide a clear method for you to be removed from our database and you can also contact us directly at any time to ask to be removed.

### **Finding Out What Information We Hold About You**

You have the right to obtain a copy of all the information we hold about you.

To obtain a copy please contact Harper Ray, Arts Centre Manager, who is the Data Controller for the Landmark Arts Centre.

We will aim to reply as promptly as possible and, in any case, within the legal maximum of 1 month.

If you have any questions or comments about our Privacy Policy please contact us at the address at the top of this policy or via [info@landmarkartscentre.org](mailto:info@landmarkartscentre.org)

### **Cookies**

The Website uses cookies to distinguish you from other users. This helps us to provide you with a good experience when you browse the Website. It also allows us to improve the Website.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:

**Strictly necessary cookies.** These are required for the operation of the Website. They include, for example, cookies that enable you to log into secure areas of the Website.

**Analytical/performance cookies.** These allow us to recognise and count the number of visitors and to see how visitors move around the Website when they are using it. This helps us to improve the way the Website works, for example, by ensuring that users are finding what they are looking for easily.

**Functionality cookies.** These are used to recognise you when you return to the Website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

**Targeting cookies.** These cookies record your visit to the Website, the pages you have visited and the links you have followed. We will use this information to make the Website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

This Website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information.

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including "strictly necessary" cookies) you may not be able to access all or parts of the Website.