



Fair Processing Notice for Extravaganza Vouchers/Tickets

At Glastonbury Abbey, we respect your personal data. This Fair Processing Notice explains how we will use your personal data when you purchase Extravaganza Vouchers and/or Extravaganza Tickets from Glastonbury Abbey. Your information will be filed securely both on our computers and any paper copies will be securely stored.

Our contact details

Glastonbury Abbey
Magdalene Street
Glastonbury
Somerset
BA6 9EL
01458 832267

What personal data do we collect about you? How will we use that personal data?

In person:

If you purchase Extravaganza Vouchers from our Shop counter, we will collect your name, address and contact details so that we know who the vouchers are for and so that we can contact you to let you know when they are ready to be exchanged for tickets. A signature will be required upon collection. Your address will be used if we are required to post the tickets to you upon receipt of your vouchers.

If you purchase Extravaganza Tickets from our Shop counter, we will collect your name, postcode and email address or phone number so that we know who the tickets are for, in cases of lost tickets, or in case we need to contact you in the event of change or cancellation.

Online:

If you purchase Extravaganza Vouchers from our online box office, we need to take your name and contact details so we know who the tickets are for and your address so that we can contact you to let you know when your tickets are ready for exchange or so that we can post the tickets to you upon receipt of your vouchers.

If you purchase Extravaganza Tickets from our online box office, we need to take your name and contact details so we know who the tickets are for and your address so that we can contact you to let you know when your tickets are ready, a signature will be required upon collection. Your address will be used if we are required to post the tickets to you.

Over the phone:

If you purchase Extravaganza Vouchers over the phone, we will collect your name, address and contact details so that we know who the vouchers are for and so that we can contact you to let you know when they are ready to be exchanged for tickets. We will collect your card payment details in order to process payment. A signature will be required upon collection. Your address will be used if we are required to post the tickets to you upon receipt of your vouchers.

If you purchase Extravaganza Tickets over the phone, we need to take your name and contact details so we know who the tickets are for and your address so that we can contact you to let you know when your tickets are ready, a signature will be required upon collection. Your address will be used if we are required to post the tickets to you. We will collect your card payment details in order to process payment.

Camping:

If you reserve camping, we will collect your name, address and contact details, which will be shared with Glastonbury Festival Events Ltd. for event planning purposes.

When you use our website, we will collect the following personal data about you:

- name, email, phone and the nature of your enquiry via our '**Contact Us Form.**'
- name, email if you sign up for our **email marketing list.**
- Name, contact, payment details when you order a **ticket online.**
- Name, contact and payment (when applicable) when **registering for an event.**
- IP Address/ MAC address when you use the website

You may wish to sign up for our **email marketing** at the point of purchase of our goods and services.

What is our legal basis for processing your personal data? How long do we hold your personal data?

We need a legal basis in order to process your personal data.

- When you buy goods from our shop or tickets from our Box Office or online, we hold your personal data on the basis of the contract we have with you to supply goods and services.
- We need your name and contact details in order to answer your enquiry and we process this data with your consent.
- For Gift Aid we process your name and address with your consent.
- We process your IP address and MAC address so that we can monitor the use of our website, this is a legitimate interest for a business.
- We will send you marketing information and newsletters when you consent for us to do so. You have the right to unsubscribe to marketing at any time. If you do choose to unsubscribe, we will keep your name and email address on a suppression list so that we don't email you again by accident.

Do we have a statutory or contractual requirement to process your personal data?

There is a contractual requirement for us to process your personal data because you are one of our customers and we need to fulfil our contractual responsibilities.

Do we use any automated decision making?

We do not use any automated decision making.

Who do we share your personal data with?

- Companies that provide services to us. Our telephone service providers will get to see your phone number if we call you and our broadband supplier, which could see your email address (but not the content of what you send us, if you encrypt it).
- Cloud service & IT providers. We use a number of cloud service & IT providers, such as our CRM, project management systems and webhosting. We also share with IT professionals who not only ensure that our systems run smoothly, but are also committed to the highest standards of data protection compliance.
- We use WorldPay to process payments from our website.
- We use Cybertill to process your payment from our shop.
- If you choose to give through the Gift Aid scheme we will pass this on to HMRC.
- We use a Financial staff and an Accountant to help us with our finances.
- In response to a court order. It is possible, though unlikely, that we might be forced to disclose your information in response to a court order.

- We use a marketing consultancy and an email service so that we can update you with our news and events.
- Postcode information is shared with Glastonbury Festival Events Ltd. for travel planning purposes. We may be required to share your data in full, excluding financial information, with Glastonbury Festival Events Ltd.

Do we transfer your personal data outside of the EU or EEA?

We use Microsoft and DropBox, which are based in the USA. However adequate safeguards are in place as these organisations are certified to the EU-US Privacy Shield Framework.

How long do we keep your personal data for?

- If you purchase goods or services from us, we will keep your data for 7 years.
- If you make an enquiry, we will keep your details until we have resolved your query and then delete up to 18 months.
- If you use our box office to purchase tickets, we will keep your data for 6 months after the event.
- If you are on our email marketing list, you are welcome to unsubscribe at any time, but we will keep your personal data in a suppression list so that we don't email you again by accident.

Your rights as a data subject

The GDPR gives you rights as a data subject. You have:

1. the right to request from us access to your personal data;
2. the right to request from us rectification of your personal data;
3. the right to request from us erasure of your personal data;
4. the right to request from us restriction of processing your personal data;
5. the right to object to our processing of your personal data;
6. the right of data portability;
7. if we are processing your personal data on the basis of your consent, you have the right to withdraw your consent at any time. This does not affect the lawfulness of processing based on your consent before you withdrew it; and
8. You have the right to complain to the ICO.

More information on your rights can be found in Chapter 3 of the GDPR.

May 2018