

Privacy Notice

At the Rockhampton Folk Festival, we are committed to maintaining the trust and confidence of visitors to our website and festival. We will protect your personal data and will not sell, rent or trade email lists with other companies and businesses for marketing purposes.

Contact Us

You can contact us at www.rockhamptonfolkfest.org.uk/contact.html

Personal data we collect

We collect, process, store and use personal data when you book a ticket to an event including your name, address and email address together with payment information. We also collect personal data that you give to us about other people if you purchase tickets for them to attend an event. When you contact us by email or via our website we will keep a record of the correspondence.

We use this data to contact you if we need to obtain or provide additional information; to check our records are right and to check that you're happy and satisfied. We don't sell, rent or trade email lists with other organisations.

We use a third-party provider, MailChimp, to deliver marketing messages. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our communications. For more information, please see [MailChimp's privacy notice](#). You can unsubscribe by clicking the link at the bottom of any of our marketing emails or by contacting us

Who do we share your data with?

We may share your personal data with service providers, sub-contractors and agents that we may appoint to perform functions on our behalf and in accordance with our instructions, including payment providers, event ticketing providers, email communication providers, IT service providers, accountants, auditors and lawyers. We may share anonymised personal information with other organisations, for example Arts Council England, to report on activities that are funded by them.

Data we automatically collect

When you visit our event ticket shop, we, or third parties on our behalf, automatically collect and store information about your device and your activities. This information could include (a) your computer or other device's unique ID number; (b) technical information about your device such as type of device, web browser or operating system; (c) your preferences and settings such as time zone and language; and (d) statistical data about your browsing actions and patterns. We collect this information using cookies in accordance with the Cookie section of this policy and we use the information we collect on an anonymous basis to improve our website, event ticket shop and events we deliver.

Cookies

A cookie is a small text file containing a unique identification number that is transferred (through your browser) from a website to the hard drive of your computer. The cookie identifies your browser but will not let a website know any personal data about you, such as your name and/or address. These files are then used by websites to identify when users revisit that website.

Our website and event ticket shop uses cookies so that we can recognise you when you return and personalise your settings and preferences. Most browsers are initially set up to accept cookies. You can change your browser settings either to notify you when you have received a cookie, or to refuse to accept cookies. Please note that our event ticket shop may not operate efficiently if you do not accept cookies.

We use a third party service, Google Analytics, to collect standard internet log information and details of website visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone.

Security

We shall process your personal data in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures. All information you provide to us is stored securely. Any payment transactions are encrypted using SSL technology.

Your rights

You have the right to obtain from us a copy of the personal data that we hold for you, and to require us to correct errors in the personal data if it is inaccurate or incomplete. You also have the right at any time to require that we delete your personal data. To exercise these rights, or any other rights you may have under applicable laws, please contact us.

Retention

If you receive marketing communications from us, we shall retain your personal data until you opt out of receiving such communications. If you have booked a ticket with us or contacted us with a question or comment, we shall retain your personal data in order to respond to any further queries you might have and to communicate with you about future events.

This policy was last reviewed on 28 April 2018