



Privacy Policy

1. Introduction

Stan's Cafe Theatre is committed to protecting your personal information. It's your information, it's personal, and we respect that. We also want to maintain the trust and confidence of every one of our audience members and supporters, as well as each visitor who uses Stan's Cafe Theatre's website.

Our Privacy Policy gives you detailed information on when and why we collect your personal information, how we use it and how we keep it secure.

Aside from helping us deliver engaging performances and events, the information you share with us means you'll receive a more personalised and rewarding experience e.g. information about performances, exhibitions and new works that may interest you.

Registering with Stan's Cafe Theatre has many benefits, not least the opportunity to receive information about our work. You can register with us at any time at <http://www.stanscafe.co.uk/contact.html>.

Stan's Cafe Theatre is a company limited by guarantee incorporated in England and Wales (Company number 3095751). Stan's Cafe Theatre is the data controller of your personal information.

Contact details for Stan's Cafe Theatre are:

PO Box 16044
Birmingham
B16 6SG

By phone +44 (0)121 236 2273 or you can message us via our website at <http://www.stanscafe.co.uk/contact.html>

If you have questions regarding your information or its use, please contact Laura Killeen, General Manager, by email at admin@stanscafe.co.uk or by phone +44 (0)121 236 2273

Although it is not compulsory to provide all of the information listed below, should you choose not to, Stan's Cafe Theatre may not be able to provide you with the full range of services that we have to offer.

2. How We Collect Your Personal Information

Generally, we collect your information when you decide to interact with us. This could include purchasing tickets through a venue we are presenting our work at. You could purchase the tickets online, over the phone or in person or it could be where you sign up to receive emails from us. It could be through applying for recruitment opportunities with us, partaking in audience and consumer research or supporting us through our fundraising activity. We also look at how our audience use our website, so that we can offer the best possible experience whether you're booking tickets or just trying to find out more about our latest work.

We collect information in a number of ways, which are listed below:

1. When you sign up to our mailing list at <http://www.stanscafe.co.uk/contact.html> you will receive information about:

Stan's Cafe Theatre's work in the UK.
Stan's Cafe Theatre's work worldwide.
Events and shows at Stan's Cafe Theatre's venue @A.E. Harris.
Occasional information about other arts and cultural organisation's work recommended by Stan's Cafe Theatre.
Stan's Cafe Theatre's creative learning programme.
Recruitment opportunities.
.Information about Stan Cafe Theatre's fundraising scheme 'Stan's Cafe Scheming Friends' and other fundraising initiatives.
2. When you send a comment via <http://www.stanscafe.co.uk/contact.html>
3. When you purchase merchandise via <http://www.stanscafe.co.uk/shop.html>
4. When you purchase tickets via eventbrite.
5. When you apply for recruitment opportunities with us.
6. Through audience and consumer research.
7. When you purchase tickets for Stan's Cafe Theatre's work through a third party venue via online, phone or in person at the venue's box office.
8. Contact us by post, e.g. show comments, merchandise purchase.
9. When you sign up as a donor to Stan's Cafe Scheming Friends at <http://www.stanscafe.co.uk/support-us.html>

10. Visit our website: we use cookies to help make the experience of using our website better and to personalise the service you receive from us – this means we will remember your previous visits and track the pages on our website that you visit. For more information please see our Cookie Policy at www.stanscafe.co.uk When you visit www.stanscafe.co.uk Stan's Cafe Theatre's web server automatically records your public internet protocol ('IP') address and also generates a log file.
11. We get data about you from third parties – please see the 'How we may use your information' section for more details. This could include other artistic venues where you have seen Stan's Cafe Theatre's work or partners that we have run competitions with.

3. The Types of Information We Collect

We only collect the information that's necessary to carry out our business, provide the particular service you've requested and to keep you informed. There are occasions when you can choose not to give us certain information, but this for example, may limit the level of personalisation we offer e.g. you may not get to hear about an event you would have loved to attend.

The type of information we collect depends on where and when it is gathered:

Information we obtain directly from you:

When you register on our website or purchase items from us or purchase tickets from third party venues online, by post or phone we need to collect information from you in order to provide the service you are requesting. We may collect:

Prefix and name

Gender

Email address

Date of Birth

Contact phone number(s)

Payment card details. Please note, we will not hold payment information for any longer than it takes to process your transaction.

Delivery address(s)

Billing address

If you are a student we may also collect:

Name of college/university

Area of college/university

Course name

Course faculty

Course level

Course end date

When visiting our website we may collect the following information:

Automatically populated IP address: a public IP address is a unique number which allows a computer, group of computers or other internet connected device to browse the internet. The log file records the time and date of your visit, the pages that were requested, the referring website (if provided) and your Internet browser version. This information is collected to help diagnose and manage the website, to audit the geographical make-up of users, and to establish how they have arrived at the website.

Cookies: for further information about Cookies and how Stan's Cafe Theatre uses them, please read Stan's Cafe Theatre Cookie Policy at www.stanscafe.co.uk

Information we obtain independently from you:

Your information may be shared with us by independent organisations, for example other arts organisations that Stan's Cafe Theatre has worked with. These independent organisations will only do so when it is required to complete a contract and/or when you have indicated your consent. You should check their Privacy Policy when you provide your information to understand fully how they will process and safeguard your data.

The independent organisations we are currently working with are:

Arena Theatre, Wolverhampton
Birmingham Repertory Theatre
Lighthouse Theatre, Poole
London International Mime Festival
MAC (Midland Arts Centre)
The Audience Agency
Warwick Arts Centre

Third Party Organisations

We may combine information you have given to us with this additional information available from external sources. This will only be done when you give permission to the relevant third party organisations to share the data they hold on you, or if the data is already publicly available.

Data Hygiene

From time to time we may screen our database against recognised data hygiene file such as National Change of Address file and cleanse our file or correct inaccurate data. We may also update inaccurate data if the information is available.

Social Media

Depending on your settings or the privacy policies for social media and messaging services like Facebook, Twitter or Instagram, you may give us permission to access information from those accounts or services.

Information available publicly

We may include information found in places such as Companies House and information that has been published in articles/newspapers.

4. Why We Collect Your Personal Information and How We Use It

The information we hold on you will be used in a number of ways. Here are the main ones: to provide a service you have requested, offer you a personalised experience and understand our audience's needs better, inform you of events or updates you've asked for or contact you if we need to obtain or provide additional information (e.g. production changes).

Specifically, we use your information we collect in the following ways:

To carry out our business and to provide a service or carry out a contract with you:

To fulfil ticket, merchandise, donation and membership requests.

Process payments. Please note that Stan's Cafe Theatre does not store any Credit Card or other payment information once the transaction has been completed. If you are a member of our Scheming Friends programme we collect donations via PayPal. You can read about PayPal's Privacy Policy and how they handle your data [here](#)

Provide the best possible customer services and to help us with internal administration.

Contact you with important information relating to your booking or purchase, such as confirming your order, reminding you of an upcoming performance or letting you know about production changes that may affect your visit.

Where we have your consent:

Send you updates via email about what's on, offers and news or about supporting us.

Share your details with other arts organisations whose work you may have seen at or in collaboration with Stan's Cafe Theatre. These organisations will contact you to let you know how they collected your data and to check that you're still happy to hear from them. You will always be able to opt out of their communications by contacting them directly.

Where we have justifiable reason (including legal obligation and legitimate interest):

Learn about your interests and preferences so that we can contact you with information that is relevant to you.

Help us target our marketing communications and adverts so that they're more relevant to you.

Use your pseudonymised details to show you advertising on Social Media platforms such as Facebook, Twitter and Instagram or via third party advertising that may appear on other websites you use. The information shared with these platforms is pseudonymised to protect your personal data.

For classifying our audience into groups or segments, using booking and publicly available information. These segments help us to understand our audience better and ensure we're sending relevant messages to each group, and to measure and understand how our audiences respond to a variety of marketing activity so we can ensure our activity is well targeted, relevant and effective.

Undertake consumer research: we may contact you to ask you to participate in consumer research either via an online or telephone survey or in person. You are under no obligation to participate in research and, should you provide any further information, Stan's Cafe Theatre will inform you how any further information will be used.

Analyse and continually improve the services we offer including our artistic output, our website and our other products.

To keep our database accurate and relevant.

5. How We Handle Your Information and Other Organisations

Stan's Cafe Theatre will never share, sell, rent or trade your personal information to any third parties for marketing purposes without your prior consent. We will ask for your consent to share personal information with like-minded arts organisations whose shows you will have seen here @AE Harris or in collaboration with us at another venue.

Some of our service providers may have access to your data in order to perform services on our behalf – payment processing is a good example of this. We make sure anyone who provides a service for Stan's Cafe Theatre meets our standards for data security. They will not use your data for anything other than the clearly defined purpose relating to the service that they are providing.

We may share your details with:

Service providers who work on behalf of Stan's Cafe Theatre for the performance of any contract we enter into with them or you, for example payment processing, printers and mailing houses, marketing agencies, database services, website hosting or email delivery service.

Organisations such as competition organisers if you choose to take part in such activities that need administration by third parties and you choose to opt in for contact from these organisations.

Third party data services, for example Experian/external PR company/Prospecting For Gold Ltd, who help us to segment and understand our audience by providing additional information so that we can send the most relevant and targeted communications possible.

Third party advertisers (such as Facebook or Google) to help us identify customers similar to our audience or to serve relevant adverts to you on third party websites. The information shared with these advertisers is pseudonymised to protect your personal data.

Where required to do so (for example, if required to do so by the 'know your donor' principles under charity law or a court order), or when requested by the police or a regulatory or government authority investigating illegal activities.

Stan's Cafe Theatre is not responsible for the privacy notices and practices of other websites even if accessed using links from www.stanscafe.co.uk and recommends that you check the policy of each website you visit and contact its owner or Data Protection Manager if you have any concerns or questions.

Despite all our precautions, no data transmission over the internet is 100% secure. So, we cannot guarantee the security of any information which you disclose to us and so wish to draw your attention to the fact that you do so at your own risk.

6. How We Protect Your Data

Stan's Cafe Theatre is committed to protecting the personal information you entrust to us. We adopt robust and appropriate technologies and policies, so the information we have about you is protected from unauthorised access and improper use e.g. our network is protected.

As part of the services offered to you through the Stan's Cafe Theatre website, the personal information you provide may be transferred to countries outside the European Economic Area (EEA). By way of example, this may happen if any of the computer servers used to host the website are located in a country outside of the EEA. If Stan's Cafe Theatre transfers your personal information outside of the EEA in this way, we will take steps to ensure that your privacy rights continue to be protected as outlined in this privacy notice.

Stan's Cafe Theatre may transfer your data to the USA to organisations such as Facebook, Google, Twitter or Instagram. The USA has weaker data protection laws than that of the EEA and therefore we will ensure that only organisations who are part of the EU privacy shield initiative will handle your personal information. More details of this certification can be found at <http://www.privacyshield.gov/welcome>

You can view the independent organisations' Privacy Policy, informing you of how they handle your data, by clicking on the relevant links below:

[Facebook Privacy Policy](#)

[Twitter Privacy Policy](#)

[Instagram Privacy Policy](#)

[Mailchimp Privacy Policy](#)

We will keep your information only for as long as is reasonably necessary for the purposes set out in this privacy notice and to fulfil our legal obligations. We will not keep more information than we need. The retention period will vary according to the purpose, for example if you sign up to our mailing list we will contact you every 2 years to check you are still happy to be subscribed to the list. If you do not re-subscribe after a period of 3 months we will send you a final reminder after this period. If you do not re-subscribe after a month of receiving the final reminder your details will be deleted or anonymised. You can unsubscribe from the mailing list at any time by clicking the 'unsubscribe from this list' link at the bottom of our Newsletters or by contacting admin@stanscafe.co.uk For further information about how long we will keep your information, please contact the General Manager using the contact details outlined in this notice.

If you ask us to stop sending direct marketing communications to you, we will keep the minimum amount of information (e.g. name, address or email address) to ensure we adhere with such requests.

7. Your Choices

You should find it easy to access and amend the personal information that we hold on you, or request that we stop contacting you. It's your data and we want to make sure you feel in control of it.

If you have registered through our website you can amend your personal details and email contact preferences at any time by clicking the link 'update subscription preferences' at the bottom of our newsletter or by contacting admin@stanscafe.co.uk

Or, if you prefer, you can contact us by phoning, emailing, or writing using our contact details below.

Every email we send to you will include details on how to change your contact details or unsubscribe from future communications.

If you would like to see what personal information we hold about you, you can request full details under the Data Protection Act 1998, or after 25 May 2018, The General Data Protection Regulation, by contacting the General Manager. Please send a description of the information you would like to see, together with proof of your identity to admin@stanscafe.co.uk

At any time you have the right to ask Stan's Cafe Theatre to amend or stop how it uses your personal information including for marketing purposes.

You can do this by contacting us by phoning, emailing or writing using our contact details below.

If you would like us to remove the personal information we hold about you, please contact us using the below contact details.

You have the right to lodge a complaint with the supervisory authority, The Information Commissioner's Office – www.ico.org.uk

By email: admin@stanscafe.co.uk

By phone: +44 (0) 121 236 2273

By post: Stan's Cafe Theatre, PO Box 16044, Birmingham, B16 6SG

8. Updates or Changes to the Privacy Policy and Further Information

This notice was updated on 3 May 2018. It may be updated to take into account changes at Stan's Cafe Theatre or for example to reflect changes to regulation or legislation.

Updates to this policy will be posted on this page – please check back from time to time. We may also inform you of any changes where we hold an appropriate email address for you.

When your data is provided to us by another person (for example a recommendation, a venue where we have performed or publicly accessible sources such as Google) we will tell you where we obtained the information within a month of getting it.

The independent organisations we are currently working with are and have data sharing agreements with are:

Arena Theatre, Wolverhampton
Birmingham Repertory Theatre
Lighthouse Theatre, Poole
London International Mime Festival
MAC (Midland Arts Centre)
The Audience Agency
Warwick Arts Centre

Further information on data protection regulations and laws can be found here:

Data Protection: <https://ico.org.uk/for-the-public>

Fundraising regulator: www.fundraisingregulator.org.uk/code-of-fundraising-practice/code-of-fundraising-practice

Policy updated on 3 May 2018