

CAPSULE EVENTS LTD PRIVACY POLICY

Capsule Events Ltd are the producers of Supersonic Festival and a programme of Year Round live events. You can contact us in writing: Capsule Events Ltd. Unit 317, Zellig, Gibb Street, Birmingham B9 4AT or via email: info@capsule.org.uk

Capsule Events Ltd is committed to upholding safeguarding and privacy. This policy applies where we are acting as a data controller with respect to personal data, and where we determine the purposes and means of the processing of that personal data.

We have an operational need for collecting personal data:

- To contact or identify ticket buyers to pass on vital information e.g. changes or updates to events
- From prospective employees as part of recruitment to a role within the organisation
- From employees and contractors to pay, employ, develop and maintain a professional relationship

The data we collect:

- Name
- Contact details e.g phone number, email address, mailing address
- Date of birth where supplied
- Your booking history
- Any other information you share with us as part of your interaction with our work (e.g. access needs)

We keep a record of the mailings and emails we send you, and we may track whether you receive or open them so we can make sure we are sending you the most relevant information. We may then track any subsequent actions online, such as buying a ticket.

How is data collected?

Directly:

- At the point of sale for tickets
- When you voluntarily take part in a survey and give us permission to use your information
- When you apply for a job or voluntary position
- When employed or contracted by us (including in a voluntary capacity)
- When you join a mailing list
- If you are a business / industry contact

Indirectly:

- Social Media: Depending on your settings or the privacy policies for social media and messaging services like Facebook or Twitter, you might give us permission to access

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information from those accounts or services.

- When you use our website: like most websites, we use cookies to help us make our site – and the way you use it – better. Cookies mean that a website will remember you. They're small text files that sites transfer to your computer (or phone or tablet). They make interacting with a website faster and easier – for example by automatically filling your name and address in text fields. In addition, the type of device you're using to access our website and the settings on that device may provide us with information about your device, including what type of device it is, what specific device you have, what operating system you're using, what your device settings are, and why a crash has happened. Your device manufacturer or operating system provider will have more details about what information your device makes available to us.
- Information available publicly: this may include information found in places such as Companies House, your biography on your work website or information that has been published in articles / newspapers

Data Storage

All data is stored on a password protected computerised system which is compliant with highest levels of digital and physical security. We use a ticketing system called WooCommerce that records all ticket sales, and we use [Opayo](#) (formerly Sage Pay) to collect and process all payments. Card details are entered on to a secure page. No personal details will be passed on to third parties.

Access

Access to this data is only granted to personnel who have been trained on best practice in data handling and related legislation.

Your rights regarding your data

You have the following rights related to your personal data:

- The right to request a copy of personal information held about you
- The right to request that inaccuracies be corrected
- The right to request us to stop processing your personal data in certain circumstances
- The right to withdraw consent
- The right to lodge a complaint with the Information Commissioner's Office

Updating your data or preferences

In terms of your data, if you wish to update us with any changes, or have any questions about our privacy policy or information we hold about you please contact us via: info@capsule.org.uk