



## Privacy Notice

At RetroSkate CIC, we are committed to maintaining the trust and confidence of our visitors to our website and users of our services. Here you'll find information on how we treat data that we collect from visitors to our website, or when someone provides information to us to be able to use our services. We want you to know that RetroSkate CIC is not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes. We just don't do that sort of thing. In this Privacy Notice, we've provided lots of detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

### Who is responsible for your data?

The Data Controller for RetroSkate is Gaynor Read. The Data Controller oversees the policies for the company and ensures the rest of the team are aware of their role. You can contact her on [info@retroskate.net](mailto:info@retroskate.net)

There are also data processors that have access to your information, such as; Receptionists who take any booking and payment information; Party Hosts, who notes the names of party guests; Accounts staff, who process the invoices and checks bank transactions; First Aiders, if you are unfortunate enough to need this service. This data is stored securely on our internal database or confidentially kept in a locked cupboard and held only for the minimum period required to complete the service or for the legally required time. It is then securely disposed of or permanently deleted. You are also responsible for keeping your information up-to-date so please do let us know if anything changes.

### Visitors to our Website

When someone visits [www.retroskate.net](http://www.retroskate.net) we use a third party service, e.g. Google Analytics, to collect standard internet log information and details of 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. We do not make, and do not allow Google to make any attempt to find out the identities of those visiting our website. You can find more information on how cookies are used on this website in the Cookies Policy below.

If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

### Links to Other Web Sites

This privacy notice does not cover the links within this site linking to other websites. Those sites are not governed by this Privacy Policy, and if you have questions about how a site uses your information, you'll need to check that site's privacy statement.

### Wifi

When you use RetroSkate Wi-Fi we may collect data about:

- a) your device;
- b) the volume of data which you use;
- c) the websites and applications which you access; and
- d) your usage by access time, frequency and location.

### Online Sales

When you purchase a session pass (or tickets), party, merchandise, membership or gift voucher(s) through our website your name, address data, email and contact number will be stored in our e-commerce system. Any 'over the phone transactions' may have these details written down and filed securely until the goods or services have been supplied. We do not store your credit/debit card information. This is entered directly into our card terminals and is encrypted immediately by the card processing company. You may, of course, purchase any of our goods or services in person without supplying the aforementioned personal data. Please be assured that we do not share your personal details with any other company without your consent.

### Third Parties

We may share anonymised personal information with other organisations, particularly grant funding bodies, who use this to analyse our funded programmes, footfall and self-generated funding to understand the impact of the public investment made in RetroSkate CIC.

Some of the events at RetroSkate CIC are presented in partnership with other companies such as Trust In Sport, RetroSkate Artistic Roller Skating Club and other organisations and promoters. We will let them know about your booking and share your name and contact details with them but they can't contact you unless you select either the Email or Post option under 'I would like to hear about events, news and offers from the artists or companies presenting the events I've booked' as part of your booking online, at reception or over the phone. We will not share sensitive information or your payment details



### **Photos**

We do take photos at some of our sessions and events for promotional purposes. Written notification & verbal consent was previously sort for these, but from 25 May 2018, written consent will be gained for all photos. We never name anyone in when we use these photos. Photos will be stored by the Data Controller on password protected devices and stored for as long as deemed necessary in the interest of the future promotional purposes. You can withdraw consent for any new use of these photos. even if you have previously given consent, by emailing or writing to us at the address provided.

### **Newsletter Sign Up**

As part of the registration process for our proposed monthly e-newsletter, we will collect personal information. We use that information for a couple of reasons: to tell you about stuff you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We don't rent or trade email lists with other organisations and businesses.

We will use a third party provider, MailChimp, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see MailChimp's privacy notice.

You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails or by emailing our data protection officer Gaynor Read at [info@retroskate.net](mailto:info@retroskate.net).

### **Access to Your Personal Information**

You are entitled to access the personal information that we hold. Email your request to our data protection officer Gaynor Read at [info@retroskate.net](mailto:info@retroskate.net)

### **Changes to this Privacy Notice**

We keep our privacy notice under regular review. This privacy notice was last updated on 24 May 2018



## Cookies Policy

We use a system of classifying the different types of cookies which we use on the Website, or which may be used by third parties through our websites. The classification was developed by the International Chamber of Commerce UK and explains more about which cookies we use, why we use them, and the functionality you will lose if you decide you don't want to have them on your device.

### What is a cookie?

Cookies are text files containing small amounts of information which are downloaded to your personal computer, mobile or other device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user's device.

### How long are cookies stored for?

Persistent cookies - these cookies remain on a user's device for the period of time specified in the cookie. They are activated each time that the user visits the website that created that particular cookie.

Session cookies - these cookies allow website operators to link the actions of a user during a browser session. A browser session starts when a user opens the browser window and finishes when they close the browser window. Session cookies are created temporarily. Once you close the browser, all session cookies are deleted.

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improve the user experience.

You can find more information about cookies at [www.allaboutcookies.org](http://www.allaboutcookies.org) and [www.youronlinechoices.eu](http://www.youronlinechoices.eu).

### Cookies used on the Website

A list of all the cookies used on the Website by category is set out below.

#### *Strictly necessary cookies*

These cookies enable services you have specifically asked for. These cookies are essential in order to enable you to move around the Website and use its features, such as accessing secure areas of the Website.

#### *Performance cookies*

These cookies collect anonymous information on the pages visited. By using the Website, you agree that we can place these types of cookies on your device.

These cookies collect information about how visitors use the Website, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor. All information these cookies collect is aggregated and therefore anonymous. It is only used to improve how the Website works.

#### *Functionality cookies*

These cookies remember choices you make to improve your experience. By using the Website, you agree that we can place these types of cookies on your device.

These cookies allow the Website to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. They may also be used to provide services you have asked for such as watching a video or commenting on a blog. The information these cookies collect may be anonymised and they cannot track your browsing activity on other websites.

#### *Third party cookies*

These cookies allow third parties to track the success of their link to our website. Because of how cookies work we cannot access these cookies, nor can the third parties access the data in cookies used on our site.

For example, if you choose to 'share' content through Twitter or other social networks you might be sent cookies from these websites. We don't control the setting of these cookies, so please check those websites for more information about their cookies and how to manage them.