



## Our Privacy Policy

This Privacy Policy sets out the basis on which any personal data that we collect from you or that you provide to us, will be processed by us.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

By visiting <https://www.stratfordsociety.co.uk> you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 2018 and the UK General Data Protection Regulation (collectively referred to as UK GDPR), the Data Controller is the Stratford-upon-Avon Society (the “Society”) of 54 Banbury Road, Stratford-Upon-Avon, Warwickshire, CV37 7HY

This Privacy Statement explains how we might process your private information and your rights under UK GDPR.

### Information we may collect from you

We may collect and process the following data about you:

#### 1. Information you give to us

You may give us information about yourself (“personal data”) by filling in forms on our site, by completing our occasional surveys and questionnaires, by purchasing tickets to certain events, and by corresponding with us by phone, email or otherwise. This includes information you provide when you register to use our site, subscribe to our services, place an order on our site, purchase a ticket or pass to our events, participate in discussion boards or other social media functions on our site, watch a video recording, enter a survey, and when you report a problem with our site. The information you give us may include your name, address, email address, phone number, financial and credit card information, personal description and photographs.

#### 2. Information we collect about you

With regard to each of your visits to our site we may automatically collect the following information (“usage data”):

- technical information, including the Internet Protocol (IP) address used to connect your computer to the Internet, browser type and version, time-zone setting, browser plug-in types and versions, operating system and platform;

- information about your visit, including: the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); items you viewed or searched for; page response times; download errors; length of visits to certain pages; page interaction information (such as scrolling, clicks, and mouse-overs); methods used to leave the page;

## **Cookies**

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a better experience when you browse our website and also allows us to improve our site. We use a service that analyses the online behaviour of our website users, by a combination of analysis tools and feedback tools. Specific data related to a user's interaction with our webpages is captured to enable us to make improvements to our website, to offer a better user experience, identify preferences, diagnose technical problems and analyse trends.

For detailed information on the cookies we use and the purposes for which we use them please see our Cookies Policy.

## **Uses made of the information**

We use information held about you in the following ways:

### **1. Information you give to us**

We will use this information:

- to carry out our obligations arising from any contracts entered into between you and us, to process your bookings for meetings and to provide you with information and services that you request from us;
- to provide you with information about other services we offer that are similar to those that you have already experienced or enquired about;
- to provide you with information about events or services we feel may interest you. We will not share your data with third parties;
- to notify you about changes to our services;
- to ensure that content from our site is presented in the most effective manner for you and for your computer.

## 2. Information we collect about you

We will use this information:

- to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- to enable you to participate in interactive features of our service, for example attendance at online events such as Zoom Meetings;
- as part of our efforts to keep our site safe and secure.

### Disclosure of your information

We may share your usage data, but not personal data, with selected third parties including:

- Other organisations or societies offering their members similar services to those which we provide to you by virtue of your membership of the Society;
- Web analytics and search-engine providers that assist us in the improvement and optimisation of our site.

We may disclose your personal data to third parties only if we are under a duty to disclose or share your personal data in order to comply with any legal obligation or to protect the rights, property, or safety of the Society, its members or others. This includes exchanging information with other organisations for the purposes of fraud protection and prevention.

### Where we store your personal data

The personal data that we collect from you will be kept securely by designated Officers of the Society. It will also be stored in an online data repository that may be located outside the United Kingdom (UK). The usage data that we collect about you may be transferred to and processed by companies operating outside the UK who work for us or for one of our suppliers. Such companies may be engaged in, among other things, the provision of support services. By submitting your usage data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology. In the event that we offer password-protected login access to certain parts of our website, you are responsible for keeping this password confidential.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site: any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access

## Marketing

We will not disclose your personal data to any third party. You have the right to ask us not to process your usage data for marketing purposes. We will inform you (before collecting your data) if we intend to use your data for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us via our website at:

<https://www.stratfordsociety.co.uk>

or by emailing us at:

[info@stratfordsociety.co.uk](mailto:info@stratfordsociety.co.uk)

Our site may, from time to time, contain links to and from other websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies for which we do not accept any responsibility or liability. Please check these policies before you submit any personal data to these websites.

## Our obligations to you

The UK GDPR applies to the personal information we process and the data protection principles set out the main responsibilities for which we are responsible.

We must ensure that personal data and usage data shall be:

- processed lawfully, fairly and in a transparent manner;
- collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes;
- adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- accurate and where necessary kept up to date;
- kept for no longer than is necessary for the purposes for which the personal data is processed. We operate a data retention policy that ensures we meet this obligation. We only retain personal data for the purposes for which it was collected and for a reasonable period thereafter where there is a legitimate

business need or legal obligation to do so. For details of our current retention policy, please contact [info@stratfordsociety.co.uk](mailto:info@stratfordsociety.co.uk)

- processed 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.

We ensure lawful processing of personal data by obtaining consent, or where there is a contractual obligation to do so in providing appropriate products and services, or where processing the data is necessary for the purposes of our legitimate interests in providing appropriate products and services.

In the majority of cases we process personal data based on your contract with us. In other cases, we process personal data only where there are legitimate grounds for so doing.

To meet our Data Protection obligations, we have established comprehensive and proportionate governance measures.

## **Your rights under Data Protection Law**

Under the UK GDPR you have the following specific rights in respect of the personal data and usage data that we hold:

1. The right to be informed about how we use personal data.
2. The right to know who we are; the purposes for which we process personal data and our legitimate interests in so doing; the categories of data we process; third party disclosures; and, details of any transfers of personal data outside the UK.
3. The right of access to the personal data we hold. In most cases this will be free of charge and must be provided within one month of receipt.
4. To obtain a copy of the personal information we hold on you, please write to us at: 54 Banbury Road, Stratford-Upon-Avon, Warwickshire, CV37 7HY
5. The right to rectification where data are inaccurate or incomplete. In such cases we shall make any amendments or additions within one month of your request.
6. The right to erasure of personal data, but only in very specific circumstances, typically where the personal data are no longer necessary in relation to the purpose for which it was originally collected or processed; or, in certain cases where we have relied on consent to process the data, when that consent is withdrawn and there is no other legitimate reason for continuing to process that data.

7. The right to restrict processing, for example while we are reviewing the accuracy or completeness of data, or deciding on whether any request for erasure is valid. In such cases we shall continue to store the data, but will not further process it until such time as we have resolved the issue.
8. The right to data portability that, subject to a number of qualifying conditions, allows individuals to obtain and reuse their personal data for their own purposes across different services.
9. The right to object in cases where processing is based on legitimate interests, where our requirement to process the data is overridden by the rights of the individual concerned; or for the purposes of direct marketing (including profiling); or for processing for purposes of scientific / historical research and statistics, unless necessary for the performance of a public interest task.
10. Rights in relation to automated decision making and profiling.

Please contact [info@stratfordsociety.co.uk](mailto:info@stratfordsociety.co.uk) for more information about the UK GDPR and your rights under Data Protection law.

If you have a complaint about data protection at the Stratford Society, please contact [info@stratfordsociety.co.uk](mailto:info@stratfordsociety.co.uk)

The UK supervisory authority for data protection compliance is the Information Commissioner:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
[www.ico.org.uk](http://www.ico.org.uk)

## Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by email. Please check back frequently to see any updates or changes to our privacy policy.

## Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [info@stratfordsociety.co.uk](mailto:info@stratfordsociety.co.uk)