PRIVACY POLICY

The Tetbury Music Festival (“we”, “us”, “our”) is committed to protecting your privacy. This privacy policy provides information about the privacy and data collection practices of the Tetbury Music Festival, its website (tetburymusicfestival.org) and its platforms for ticket sales and communication. If you have any queries about this policy or how we use your personal information, please contact us either at [georgewc.tmf@gmail.com](mailto:georgewc.tmf@gmail.com) or at admin@tetburymusicfestival.org.

**About Us**

The Tetbury Music Festival is a company limited by guarantee (Company No. 4833113) and a registered charity (Charity No. 1099203). It has a board of directors whose members are listed on our website and at the bottom of the pages of this policy.

**Contacting Us**

Our registered office and contact address is Park Farm, Shipton Moyne, Tetbury, Gloucestershire GL8 8PR.

Our email address is **admin@tetburymusicfestival.org**.

**Data Controller**

We are the data controller of the personal data that we collect from you.

**How do we collect your information?**

We obtain personal information from you when you enquire about our activities, subscribe to become a Festival supporter (a Dolphin) or buy tickets from us.

**What information do we collect?**

We collect ‘personal data’ as defined and regulated by the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR). This includes your name, e-mail address, postal address, telephone number, and payment details if you buy tickets. If you set up a standing order for your subscription to the “Dolphin” Festival supporters’ scheme, we will also need your UK tax status to administer gift aid.

If you contact us through our website, we may keep a record of that communication.

**How do we use this information and on what legal basis?**

We may use your personal information for the following purposes:

* to provide you with the tickets, concert programmes or information about our events that you have bought or requested;
* to administer the Tetbury Music Festival priority bookings for our supporters who make charitable subscriptions to the Dolphin supporters’ scheme;
* to contact you about your charitable subscription to the Dolphin supporters’ scheme.
* to process payments.

When you buy a ticket, you will be entering into a contract with us and we will need to use your information to the extent needed to fulfill that contract. Fulfilling a contract with you is a legal basis for processing.

On our website we will also ask for your consent to join our mailing list so that we can give you information about the Festival and future events, but you can always opt out of our mailing list.

Alternatively, the Festival may also process your information in pursuit of its legitimate interests in

* Communicating with our concert attendees and supporters;
* Furthering the Festival’s charitable objectives (which includes asking for subscriptions and donations through our Dolphin supporters’ scheme).

We also process the contact details of individuals who place advertising with us, representatives of local schools, retailers and local press and media organisations, on the basis of our legitimate interests.

**What we do not do**

We do not share your personal information with third parties for marketing purposes.

We do not sell your information.

**Do we share your information with anyone else?**

We need to provide your information to our agents or contractors who perform services for us, such as ticket sales and the processing of card payments. This will only be to the extent necessary to enable us to receive the services that they are providing to us. These third parties are required by us to keep the information confidential and secure and not to use it for any purpose other than to carry out the services for the Tetbury Music Festival.

The Tetbury Music Festival may share with our marketing and website technical advisers aggregated information about its customers, for example audience sizes and website traffic patterns, but no identifiable personal data will be shared with these third parties.

**Buying tickets – Payment Card Security**

We know that customers are concerned about credit/debit card security. We use Ticket Tailor or Ticketsource (our “Ticketing Partner”) for selling concert tickets. Our Ticketing Partner does not store payment card details on its servers. Card details are sent to Stripe which is a global payment processing platform. Stripe is certified as compliant with the Payment Card Industry data security standards. Stripe has its European headquarters in Dublin.

Your personal credit/debit card details are confidential to you and will NOT be disclosed to The Tetbury Music Festival trustees or volunteers, or stored by us under any circumstances.

We use Zettle (a UK company that is part of PayPal group) at our concert venues for selling refreshments, concert programmes and occasionally CDs. No card details are stored on the card readers or the Zettle app.

**How do we protect personal information?**

We take appropriate measures to ensure that the information disclosed to us is kept secure, accurate and up to date and kept only for so long as is necessary for the purposes for which it is

used. However, you should be aware that the use of the Internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal information which is transferred from you, or to you, via the Internet.

We use a secure service provided by our Ticketing Partner when you purchase events tickets through our website. Their privacy and data management policies confirm that where personal data relating to a data subject is transferred outside the Europe (the EEA) it shall be treated securely and in accordance with this privacy policy. When transferred, data will be processed by an entity: (i) located in a third country or territory recognised by the UK government to have an adequate level of data protection; or (ii) that has signed approved Standard Contractual Clauses with ourselves or the Ticketing Partner; or (iii) that has other legally recognised appropriate safeguards in place, such as the EU-US Data Privacy Framework or Binding Corporate Rules.

**It’s Your Data**

At any time, you can request us to amend or delete the personal information that we hold about you, tell you exactly what personal information we hold, or request that we stop contacting you. If you agree to us holding personal data or providing you with information about what we do, you can opt out/unsubscribe at any time. Our contact details are set out above.

**Right of access**

You have the right to ask for a copy of the information we hold about you. If you would like a copy of some or all of your personal information, please let us know using our contact details.

We want to ensure that your personal information is accurate and up to date. If any of the information that you have provided to us changes, for example if you change your email address, name or payment details for your Dolphin subscription, please let us know the correct details using the contact details set out above. You may ask us, or we may ask you, to correct information you or we think is inaccurate, and you may also ask us to remove information which is inaccurate.

If you need more details about your rights as a data subject you will find guidance on the Information Commissioner’s Office website ico.org.uk.

**Our website and Links to other websites**

For legacy reasons, the Tetbury Music Festival owns several website domains but we do not collect or store any personal information through or on those sites. We do not own the site with the org.uk domain. All of our domains are redirected automatically to the [www.tetburymusicfestival.org](http://www.tetburymusicfestival.org/) website by our servers. This is our official site.

Our website contains links to other websites including to our current Ticketing Partner which handles ticket purchases on our behalf and to Mailchimp which stores our contact and marketing data.

This Privacy Policy only applies to our own website so when you access links to other websites you should read their own privacy and data collection policies.

**Cookies**

‘Cookies’ are small pieces of information stored on the hard drive of a user’s computer which contain information about the user. The information is used to track a visitor’s use of the website and to compile statistical reports on website activity. Tetbury Music Festival may store information about your user preferences (e.g. preferred text size) using cookies (files which are sent by us to your computer or other access device) which we activate when you visit our site in the future. We do this to help enhance your interaction with our web site. We do not use cookies to retrieve any personal information on your computer. To comply with Data Protection Law we must explicitly notify you when cookies are used on our website, so you will see a notice to this effect on our website. If you want to delete any cookies that are already on your computer, please refer to instructions for your file management software to locate the file or directory that stores cookies. If you want to prevent our cookies being stored on your computer in future, you may do so by referring to your internet browser’s instructions. You can do this by clicking on the “Help” menu. Please note, however, that if you disable our cookies you may not be able to access certain areas of our site.

**Unsubscribe**

If you receive a brochure, newsletter or other mailing from us, you will always be able to unsubscribe to these at any time.

If for any reason you do not want us to share your data, no longer require our services or do not want us to contact you, please let us know by writing to us at the address or email above.

**Photographs at concerts**

We may occasionally take photographs at the concert venue in which case we may capture images of attendees. If you have any concerns and do not wish to be caught in any photographs then you should raise it with a member of our team.

**Changes to this Policy**

We keep our Privacy Policy under regular review. If we change our Privacy Policy we will post the changes on this page, and place notices on other pages of the website, so that you may be aware of the information we collect and how we use it at all times. You will always have the opportunity to opt out of any revised use of your existing information.

*Last revised February 2025*