

Privacy notice for the data processing of Ticket Sales.

Who we are:

CultureNL Ltd is a company limited by guarantee and a registered charity. We are an Arm's Length External Organisation (ALEO) of North Lanarkshire Council.

How to contact us:

You can contact us about data protection:

by mail: Records & Archives, North Lanarkshire Heritage Centre, High Road, Motherwell, ML1 3HU or by email: informationrequests@culturenl.co.uk

You can contact our Data Protection Officer:

by mail: Data Protection Officer, North Lanarkshire Council, Civic Centre, Windmillhill St, Motherwell, ML1 1AB or by email: AITeam@northlan.gov.uk

Why do we need your personal information and what do we do with it?

You are giving us your personal information to allow us to sell you tickets for an event. We also use your information to verify your identity where required, contact you by post, email or telephone to maintain our records.

Unless you opt out we will use the information you provide to send you occasional marketing about similar events that you may be interested in. You can opt out of marketing at any time.

Legal basis for using your information:

Processing your personal information for ticket sales is necessary for the performance of a contract with you (or to take steps to enter into a contract with you).

If you do not provide us with the information we have asked for then we may not be able to provide this service to you.

Processing your personal information for marketing purposes is in the Legitimate interests of Culture NL and is allowed by the Privacy & Electronic Communications Regulations.

Who do we share your information with?

We are legally obliged to safeguard public funds so we are required to verify and check your details internally for fraud prevention. We may share this information with other public bodies (and also receive information from these other bodies) for fraud checking purposes. We are also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this. We will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate. Your information is also analysed to help us improve our services.

We will share this information with partner agencies who enable the processing of such data within our systems.

How long do we keep your information for?

We only keep your personal information for the minimum period amount of time necessary. Sometimes this time period is set out in the law, but in most cases it is based on the business need. We will retain your information for three years if there has been no repeat business. We maintain a records retention and disposal schedule which sets out how long we hold different types of information for. You can view this on our website at <https://culturenl.co.uk/privacy-statement> or you can request a hard copy from the contact address stated above.

Your rights under data protection law:

- **access to your information** – you have the right to request a copy of the personal information that we hold about you.
- **correcting your information** – we want to make sure that your personal information is accurate, complete and up to date. Therefore you may ask us to correct any personal information about you that you believe does not meet these standards.
- **Deletion of your information** – you have the right to ask us to delete personal information about you where:
 - I. you think that we no longer need to hold the information for the purposes for which it was originally obtained
 - II. you have a genuine objection to our use of your personal information – see *Objecting to how we may use your information* below
 - III. our use of your personal information is contrary to law or our other legal obligations.

Objecting to how we may use your information – You have the right at any time to tell us to stop using your personal information for direct marketing purposes.

Restricting how we may use your information – in some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information that we hold about you or we are assessing the objection you have made to our use of your information. This right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is realistically applied will mean that we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Please contact us as stated above if you wish to exercise any of these rights.

Information you have given us about other people:

If you have provided anyone else's details on this form, please make sure that you have told them that you have given their information to CultureNL Ltd. We will only use this information to contact them about any critical changes to the event. If they want any more information on how we will use their information they can visit our web site at <https://culturenl.co.uk/privacy-statement> or email informationrequests@culturenl.co.uk.

Complaints:

We aim to directly resolve all complaints about how we handle personal information. However, you also have the right to lodge a complaint with the Information Commissioner's Office, who can be contacted by post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Visit their website for more information at- <https://ico.org.uk/concerns>

More information:

For more details on how we process your personal information visit <https://culturenl.co.uk/privacy-statement> or contact us by telephone (01698 274589).