

TIME OUT VIP TICKETS – CORPORATE HOSPITALITY AND TICKET SALES PRIVACY POLICY

This privacy policy tells you about the information we collect from you when you purchase tickets and/or corporate hospitality from us. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are Time Out VIP Tickets. Our address is Time Out VIP Tickets, Ambrose House Old Station Road Loughton, IG10 4PE. You can contact us by post at the above address, by email at rob@timeoutviptickets.com or by telephone on 07870 500 935.

The contact details of our data protection officer is Robert Swaine, Time Out VIP Tickets, Ambrose House, Old Station Road, Loughton, IG10 4PE

Our Privacy Promise

Time Out VIP Tickets takes your privacy seriously and we promise to respect your privacy and data protection rights at all times. We have developed this privacy and security statement to help you understand the information we collect, the reasons why and the security we have put in place to ensure that it is protected.

This privacy notice aims to give you information on how we collect and process your personal data through your use of our services, including any data you may provide us with.

What personal data do we collect?

When you purchase tickets and/or corporate hospitality from us, we ask you for your name, address, contact telephone number, email address and credit or debit card information.

How do we collect this information?

We ask for your information over the phone, but sometimes you may text us your information.

Why do we collect this information?

We collect this information to enter into a purchasing and supply agreement with you – we are supplying tickets and corporate hospitality for purchase, and you are providing your information to purchase these tickets and corporate hospitality.

When you book tickets and or corporate hospitality from us

In addition, we collect this information to process your payment via our third-party payment provider system, Barclaycard terminal payment, who manage your payment. Because we use a third-party provider to take payment, they have a separate privacy notice, which can be found here: -

<https://www.barclaycard.co.uk/content/dam/barclaycard/documents/business/top-nav/BPS-full-privacy-notice.pdf>

Barclays will use your information to verify your credit card/debit card details for your booking, and to process your booking.

If you are making a booking over the phone with us, we will also take your card details to process the booking.

What do we do with your information?

Both Barclays and Time Out VIP Tickets use your payment information outline above, to process your booking and take payment. In addition, both Barclays and Time Out VIP Tickets will use your name,

address and email to send you a receipt via email or post and we may use your telephone number to contact you regarding your booking.

We will use your name, address and email to send you your tickets.

We will also send you details of your booking via email and we may use your telephone number to contact you regarding your delivery.

We require this information in order to process your payment, deliver your goods and fulfil our contract with you.

We do not retain your credit/debit card information, and will request your payment information for each transaction each time.

If you have text us your bank details, we delete this message immediately after the payment has processed.

We do not use the information you provide to make any automated decisions that might affect you.

How long do we keep your information for?

We keep your name, address, email and phone number and information of what you have purchased, for one year after purchase. Your personal information associated with the order will then be removed.

As outlined above, we do not retain your credit/debit card information after purchase, and text messages are deleted immediately after the payment has processed.

Your Rights as A Data Subject

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time.

If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased.

You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully.

To submit a request regarding your personal data by email, post or telephone, please use the contact information provided above in the “who are we” section of this policy.

Why Do We Collect This Information?

We will use your information to process your purchase of tickets and corporate hospitality. We do this in order to take steps at your request prior to entering into a contract i.e. as part of pre-sales activity.

Your Rights As A Data Subject

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time.

If we are processing your personal data for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information in a machine-readable format so that you can transfer it to another provider.

If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased.

You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully.

Finally, in some circumstances you can ask us not to reach decisions affecting you using automated processing or profiling.

To submit a request regarding your personal data by email, post or telephone, please use the contact information provided above in the who are we_section of this policy.

Updates to this Privacy Policy

We regularly review and, if appropriate, update this privacy policy from time to time, and as our services and use of personal data evolves. If we want to make use of your personal data in a way that we haven't previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent.

We will update the version number and date of this document each time it is changed.

Your Right to Complain

If you have a complaint about our use of your information, we would prefer you to contact us directly in the first instance so that we can address your complaint. However, you can also contact the information commissioner's office via their website at www.ico.org.uk/concerns or write to them at:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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