

Axis Ballymun

Privacy Policy

At axis we respect your right to privacy and comply with our obligations under the EU General Data Protection Regulations, as enacted in the Data Protection Bill 2018.

This Privacy Policy document aims to clearly spell out for you what information we collect, when, why, what we use it for and how long we retain it for.

Changes to our policy

Any changes to our privacy policy will be posted on this page. This policy was last updated on 24 May 2018.

Questions and feedback

We welcome your questions, comments, and concerns about your privacy. Please send us any and all feedback pertaining to privacy, or any other issue to info@axisballymun.ie. You may also write to us or call us at Axis Ballymun, Main Street, Ballymun, Dublin 9. Tel: 01-8832100

You are entitled to view, amend or delete your personal information that we hold. Email your request to axis Director, at info@axisballymun.ie.

What information do we collect?

At axis we collect information both at our Box Office (either from you in person or over the phone) and via our website.

Website

The axis website is co-ordinated by us to promote and inform you about our work, as well as to engage our audience.

Box Office

When ordering tickets at Box Office, we will ask you for your name, e-mail address, mailing address and/or phone number. You may be given the option to subscribe to our Friends scheme/ mailing list. You may be asked how you heard about the event you are booking.

axis will not use your contact details received this way to send you promotional emails unless you have given us consent to do so.

If you are purchasing tickets online the minimum personal information required is your name and payment details.

Our Website

Axis's website is operated by us. This Privacy Policy aims to also outline how we deal with any personal data you provide to us while visiting our website.

By visiting our website, you are accepting the terms of this Privacy Policy. Any external links to other websites are clearly identifiable as such, and we are not responsible for the content or the privacy policies of these other websites.

axis's website is coordinated by us to promote and inform the public about our work, as well as to engage our audience. The website is also used for on-line bookings to our events. For this purpose we use Databox and we collect information presented by the consumer in relation to the transaction such as name, address, and contact details. This information is confidential and is only shared with the third parties outlined in this policy.

Types of Data We Collect

Ticketing Data

When you purchase tickets, join our mailing list or join our Friends scheme through our Box Office at axis, your name, email, phone number and address data will be stored by our ticketing partner, Databox. If you purchase via credit/debit card your information is shared with Realex (payment gateway, rebranding as Global Payments).

Online Data

When you book tickets online, data is shared between Realex (payment gateway, rebranding as Global Payments) and Databox (ticketing platform) in order to process the transaction. Where patrons have opted to provide their details for mailings, data will be shared with Constant Contact (our email partner)

You may opt out of receiving our emails at any time by clicking 'unsubscribe' at the end of any of our emails. You may opt out of receiving postal mailings from us at any time by calling our Box Office on 01 8832100 or by writing to us.

Databox, Realex (rebranding as Global Payments), Constant Contact act as data processors on behalf of axis. For more information, please see their privacy notices

Databox: <https://provenue.tickets.com/uk/privacy-policy/>

Realex (Global Payments): <https://www.globalpaymentsinc.com/en-gb/privacy-statement>

Constant Contact: <https://www.constantcontact.com/legal/privacy-statement>

What do we use your information for?

We may use the information we collect from you when you purchase, respond to an email, register, visit the site in the following ways:

- To quickly process your transaction.
- To administer a contest, promotion,
- To tell you about special offers that may be of interest.
- To monitor site usage to help us to deliver programmes that interest you

Processing your Data

- We may communicate with you on a contract legal basis (for example if you book tickets to a show and the show is cancelled we will contact you to let you know this even if you have not opted in for email or mailing communications)
- Email marketing communication will be done with consent with clear opt-outs in place
- Mailings will be done with clear opt-outs in place

E-Mail Marketing Communications Policy

If you have signed up to receive our e-mail marketing communications, you may receive the following:

- Emails highlighting forthcoming events, films and exhibitions.
- Invitation email to our gallery exhibition opening, opening nights in theatre or other special occasions
- Periodically we may send you an additional email highlighting a specific show or event or special offer which we think may be of interest to you based on your past show attendance.

Each e-mail correspondence will give you the option to unsubscribe immediately from our e-mail list. If you unsubscribe, you will no longer receive e-mail correspondence from us.

Mailing List Policy

We post a hardcopy of our season brochure to customers two times per year.

We send the brochure to customers on our mailing list, outside our normal catchment areas, who have booked tickets with us within the last 2 years

Occasionally we also post out letters / fliers highlighting specific shows and special offers.

If at any stage in the future you would like to opt out of receiving post from us please phone our Box Office on 01 8832100 or you can write to us.

How do we protect your information?

At axis we implement a variety of security measures to maintain the safety of your personal information. The personal information you provide to us is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential.

Axis will take all reasonable precautions to prevent the loss, misuse or alteration of Personal Data volunteered through the website. You should note however, that Internet transmissions are never completely private or secure. You accept that any information or message you send to the website may be intercepted or read by others. You hereby acknowledge and accept that axis has no responsibility and shall accept no liability whatsoever for loss, injury or damage occasioned by the interception by third parties of your transmissions, nor does axis offer any guarantees, warranties or indemnities as to the security or otherwise of any information which you volunteer.

Arts Development & Children

For children's workshops /projects. The Arts Development team and / or Box Office will process the sign up dependant on the activity.

Sign in / Registration forms are available on request. Completed consent forms are stored in a locked filing cabinet with access only available to the Arts Development team.

The forms are kept on file for 1 year and are then shredded. A copy of the consent form may given to the workshop facilitator where relevant

Updating, Verifying and Deleting your Personal Data

In line with GDPR and the Data Protection Act 2018 you have the right to:

- Make a Subject Access Request - You have the right to access information we hold about you. If you wish to exercise your right of access, you must submit a written request to info@axisballymun.ie. The information will be delivered within 30 days of your request.
- To have your information updated - if you discover that any of the data that we are holding is out of date or inaccurate, please contact info@axisballymun.ie and we will update the information.
- You can unsubscribe from email marketing at any time via the links at the bottom of every email. To opt out of postal marketing, just email [info@axisballymun](mailto:info@axisballymun.ie) or call 01 8832100.
- To have your information deleted from our records - Unless there is a compelling legal basis for us to retain your data, you can ask us to delete your information. Just email info@axisballymun.ie to request this.

Record Retention Periods

Record retention periods

GDPR sets out the principle that personal data shall not be kept for longer than is necessary for the purpose or purposes for which it was obtained.

Axis has the following data retention periods in place:

Customer Data on Databox Removed after 7 years of Inactivity

Customer Data on Constant Contact Removed after 2 years of Inactivity

Consent Forms Removed after 1 year (except in relation to attendees at Creche)

CCTV footage captured on axis cameras retained for 3 months

Cookies Policy

Website Cookies

When someone visits our website (www.axisballymun.ie) we use a number of third party services 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, types of devices used, and length of time on pages.

Disabling cookies

You can prevent the setting of cookies by adjusting the settings on your browser. Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies may result in the disabling of certain functionality and features of our website.

Appendix

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information, unless a particular outside party is clearly stated at the point of transaction. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

By using our site, you consent to our web site privacy policy.