

Here at Smock Alley Theatre 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.

When you book tickets with us at Smock Alley Theatre, we understand that you are trusting us with your information. We collect information from you when you register on our website, place an order, or subscribe to our newsletter. This Privacy Policy aims to help you understand what data we collect, why we collect it, what we do with it and how long we retain it for.

Types Of Data We Collect:

Ticketing Data

When you purchase tickets or products through our Box Office and website, we will ask for your name, email and phone number. If you consent to provide this data it will be stored by our ticketing partner, Ticketsolve. When you book tickets online, your data is shared between Smock Alley Theatre, Realex (payment gateway), and Ticketsolve (ticketing platform) in order to process the transaction and will be stored by our ticketing partner, Ticketsolve. Any credit card details provided through Box Office or online are processed through Realex, our payment provider. Smock Alley Theatre does not store our customers' financial details nor do we have access to these details.

For more information, please see their privacy notices here:

[Realex Privacy Statement](#)
[Ticketsolve Privacy Policy](#)

Subscription Data

Where patrons have opted in to be contacted by email, data will be shared with MailChimp (our email partner). You may opt out of receiving our emails at any time by clicking 'unsubscribe' at the bottom of any of our emails. For more information, please see their privacy notices here:

[MailChimp Privacy Policy](#)

What Do We Use Your Information For?

Any of the information we collect from you may be used in one of the following ways:

To improve customer service. Your information helps us to more effectively respond to your customer service requests and support needs.

To process transactions and manage your account/order. Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.

To inform you about upcoming events. In the event that you signed up and consented to be on our

'Whats On' newsletter mailing list.

We also gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our marketing.

E-Mail Marketing Communications Policy

If you have opted-in to receive our e-mail marketing communications, you will receive the following: Our 'Whats On' newsletter every 4 - 6 weeks, highlighting upcoming events. Occasionally we will inform you about additional upcoming events through email, sometimes based on your previous bookings at Smock Alley Theatre. If you have not opted-in to receive e-mail newsletters, you will not receive these e-mails. When you opt-in you are added to a software system called MailChimp. MailChimp is a marketing automation platform and an email marketing service. For more information on MailChimp's Privacy Policy please see here: [MailChimp Privacy Policy](#)

Note: If at any time you would like to unsubscribe of receiving future emails, you may opt out by clicking 'unsubscribe' at the bottom of any of our emails. You can also contact us at 01-6770014 or at info@smockalley.com.

Website Cookies

When someone visits our website (www.smockalley.com) we use Google Analytics 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. They cannot be used to identify you personally. Currently we operate an 'implied consent' policy which means that we assume you are happy with our use of cookies. If you are not happy, then you should either not use this site, or you should delete our cookies once you have visited the site, or you should browse the site using your browser's anonymous usage setting (called "Incognito" in Chrome, "InPrivate" for Internet Explorer, "Private Browsing" in Firefox and Safari etc.)

What Are Cookies?

Cookies are files which contain a small amount of information. Cookies are stored on the browser or hard drive of your computer or device.

What kind of Information do we collect by using cookies?

When you visit our website, we may automatically collect the following types of information from you: Your internet protocol (IP) address, your login information, time zone setting, operating system and platform, information about your visits including the URL you came from, your country, the search terms you used in our website, products you viewed or searched, page response times, download errors, length of visits to certain pages, page interaction information, and the methods used to browse away from the page.

Google Analytics Cookies

These cookies are used to collect information about how visitors use our site. We use the

information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. This information is held for 26 months.

Social Sharing Cookies

These cookies are used to make the sharing of content easier. Some of our website pages may contain applications and tools that are linked to third party social media service providers such as Facebook, Twitter. Through these applications or tools, the social media service provider may set its own cookies on your device (“third party cookies”). We also have a variety of pages on social media sites such as Facebook and Twitter and we provide links to these pages on our website. If you choose to click on these links, the social media service provider may set its own cookies on your device. We do not control the settings of these cookies so we suggest you check the social media service provider’s website for more information about their cookies and how to manage them.

We have set out links below to some of the third party social media service providers we work with who set cookies on our website, each of which have instructions on how to opt out of their cookies. If you would like more information on the social sharing cookies and how to manage them, please visit the relevant social media service provider’s website for more information:

[Facebook Cookie Policy](#)

[Twitter Cookie Policy](#)

[YouTube Cookie Policy](#)

[Google Analytics Cookie Policy](#)

[MailChimp Cookie Policy](#)

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 many other websites that you visit. Disabling cookies may result in the disabling of certain functionality and features of those websites. For further information please refer to: <https://www.aboutcookies.org/how-to-delete-cookies/>

Changes to our policy

We may review and update this policy. Any changes to our privacy policy will updated in this document. Policy changes will apply only to information collected after the date of the change. This policy was last updated on 23 May 2018. This Privacy Policy will be audited regularly to ensure continued compliance with regulations.

Access to your personal information

You are entitled to view, amend, or delete the personal information that we hold. Email your request to info@smockalley.com.

Questions and feedback We welcome your questions, comments, and concerns about your privacy. Please send us any feedback pertaining to privacy, or any other issue to info@smockalley.com. You may also write to us at Smock Alley Theatre, 6-7 Exchange St Lower, Dublin 8, D08 EH67 or call us on +353- 1-6770014.

Should you wish to make a complaint you can contact the Data Protection Commissioner at Office of the Data Protection Commissioner, Canal House, Station Road, Portarlinton, Co. Laois, R32 AP23, Ireland. Phone +353 (0761) 104 800 | LoCall 1890 25 22 31 | Fax +353 57 868 4757 | email info@dataprotection.ie.