

Halifax Culture Hub Privacy Notice

Who we are: Halifax Culture Hub is a limited company (company number 10114292) that promotes the arts, culture and heritage in Halifax and Calderdale. Current Halifax Culture Hub members are Square Chapel Arts Centre & The Piece Hall Trust.

Processing activities: tickets for Square Chapel Arts Centre and The Piece Hall events are sold through the Halifax Culture Hub shared box office system. If you buy a ticket from or make a donation to these organisations, your name, contact details and records of the transaction will be visible to other Halifax Culture Hub members. They may use your data for analysis. You will not be contacted by any Halifax Culture Hub member for marketing or fundraising purposes unless you have given the relevant opt-in. However, the Halifax Culture Hub may need to contact you in the future to give you important information about the Box Office system, your tickets/donations or to tell you about any relevant changes to system administration.

You can see the detailed privacy policies for Square Chapel Arts Centre [here] and The Piece Hall [here.] To opt-in or opt-out of communications from these organisations, please get in touch with them directly. They should always provide instruction for managing any communications you receive.

Debit and credit card information: if you use your credit or debit card to purchase tickets or to make a donation through the shared Box Office system, we will ensure that this is carried out securely and in accordance with the Payment Card Industry Data Security Standard (PCI-DSS).

Third parties: the Halifax Culture Hub uses The Audience Agency to provide analysis and research that helps local cultural organisations provide a more relevant cultural offer. The Audience Agency collects data from audience members and ticket sales, including sensitive personal data. This data is collected anonymously, in full accordance with both the letter and the spirit of the relevant data protection regulations, and the data is processed in a way that ensures it may not be used to render individuals or households identifiable.

Your rights: while we hold personal data about you, you have the following rights:

- You have the right to request a copy of the information that we hold about you
- You have a right to correct data that we hold about you that is inaccurate.
- You can ask for the data we hold about you to be erased from our records.

We may ask for ID to confirm your identity.

If you have any questions about this privacy notice or about how your personal data is stored or used, please contact the Data Controller Halifax Culture Hub, Laura Johansen, by email on: laura@halifaxculturehub.co.uk, or by post at: Halifax Culture Hub, c/o The Piece Hall Trust, The Piece Hall, Blackledge, Halifax, HX1 1RE.