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Purpose of policy

We are committed to protecting your personal information and ensuring transparency about its use. This policy outlines:

- The types of information we collect
- How we use and share your information
- Our cookie usage
- How we secure and maintain your data
- Your rights regarding your data

If you have any queries about this policy, please contact the Data Protection Officer at the Jersey Opera House by email: admin@jerseyoperahouse.co.uk

About Us

The Jersey Opera House (JOH) is a registered charity and not-for-profit organisation funded by the States of Jersey, donors, and supporters. Our NPO number is 00994, and our charity registration number is 60. We are registered under company number 71063 in Jersey.

Information Collection

- **Information You Provide:** We collect personal details such as name, email, address, and phone number when you register, buy tickets, or donate. We also log your purchases and donations.
- **Interaction Data:** We track how you interact with our website, including content and advertisements, and monitor email open rates and link clicks.
- **Third-Party Information:** Occasionally, we receive information about you from external sources to enhance our service and outreach.

Sensitive Data

We handle sensitive data in compliance with legal requirements and we do not intentionally collect sensitive personal data unless necessary for specific purposes and with your explicit consent.

Legal Basis for Processing

- **Contractual Obligations:** We process data to fulfil contractual commitments, like ticket purchases or donations.

- **Legitimate Interests:** We use your data to enhance our operations, prevent fraud, and improve our website, provided this doesn't override your rights.
- **Explicit Consent:** For data usage not covered by the above bases, we will seek your explicit consent.

Marketing Communications

We use your data to send relevant updates about our events. You can opt out of postal and email communications at any time. For phone communications, we will seek your explicit consent.

Other Processing Activities

We may analyse data to improve our communications, prevent fraud, and enhance our website. You can object to this processing at any time.

Third-Party Disclosures

We may share your data with:

- Service providers who process data on our behalf
- Legal authorities when required by law

Cookies

Cookies are used to enhance your website experience and track site usage. You can manage cookie preferences through your browser settings.

Payment Information

We process card transactions securely, adhering to PCI-DSS standards.

Data Maintenance

Keep your personal details up to date. You can request changes or remove inaccurate data using the contact details below.

Data Security

We employ robust safeguards to protect your data and ensure any third parties we work with comply with these standards. Data may be processed outside the EEA, but we ensure appropriate protections are in place.

Your Rights

You have the right to access, correct, or request removal of your personal data. Contact us to exercise these rights.

Contact Information

For questions or to address any concerns about this policy, contact:

The Jersey Opera House
Gloucester Street
St Helier
Jersey
JE2 3QR
admin@jerseyoperahouse.co.uk