

TROWBRIDGE FESTIVAL LTD - PRIVACY POLICY

TROWBRIDGE FESTIVAL LTD trading as Trowbridge Festival hereinafter referred to as “Trowbridge Festival”.

Privacy Statement

Trowbridge Festival takes the privacy of our customers' data very seriously. Please read the following policy to understand how we will treat your personal data when you use our site. If this policy changes, then we will let you know via our news section on the homepage, but we assure you that we only use your data as specified here and for our legitimate business reasons.

When do we collect data?

We can collect data on you, from a variety of different sources.

When you purchase Festival tickets from the website, by post, or from an official ticket outlet. Via explicit data capture measures, for example by entering competitions and completing surveys.

In any of the above cases the data we collect could be personal data.

What do we do with your personal information?

When you buy a ticket via the site, we may need to collect information about you to process the transaction, fulfil your order and provide you with the services you expect. This information may include, but is not limited to, details such as your name, your address and your credit card details. Unless we have your express consent, we will only disclose personal data to third parties if this is required for the purpose of completing your transaction with us. This is, of course, subject to the provision that we may disclose your data to certain permitted third parties, such as affiliated companies or our own professional advisers who are bound by confidentiality codes, and when we are legally obliged to disclose your data.

Trowbridge Festival retains and uses your personal information to provide you with the best service possible and to give you details of offers which we think will be of interest to you. We may also use the information to process any transactions you undertake with us and for internal administration and analysis.

We do not sell, rent, or trade your personal information to third parties for marketing purposes.

Cookies

Cookies are small files which are sent to your browser and stored on your computer's hard disc. If you have purchased a ticket online from Trowbridge Festival, then your computer may store an identifying code in the cookie which means you do not need to type in your email address each time you return to the site. Other than this, we do not store your password or any other information in the cookie or use it for any other purpose.

Data

In the UK we operate in accordance with applicable data protection legislation acts of 2018. Consent
By disclosing your personal information to us using this website or over the telephone, you consent to the collection, storage, and processing of your personal information by Trowbridge Festival in the manner set out in this Privacy Policy.

Opt-Out Policy

You can opt-out of receiving any communication from us at any time. This can be done by emailing tickets@trowbridgefestival.co.uk with your details.

Change/Modify Details

To change your e-mail address details send an e-mail (quoting your old email address) with your correct details to tickets@trowbridgefestival.co.uk

If you need to modify or change your personal details after you have made a purchase on the site please e-mail us at tickets@trowbridgefestival.co.uk as soon as possible.

Your Rights

You are entitled to a copy of the information we hold about you. To do this please email tickets@trowbridgefestival.co.uk. We may make a small charge for providing this to you.

If you have any questions or concerns about the information we hold about you, you can e-mail us at tickets@trowbridgefestival.co.uk.