

## **Privacy & Cookie Policy**

If you have any queries about this policy, please use the contact information at the bottom of this page to get in touch.

The Dock is committed to ensuring that your information is kept safe. Any personal information you provide to The Dock will only be used in accordance with this policy.

This privacy policy sets out how The Dock uses and protects any information that you provide us. When use our website [www.thedock.ie](http://www.thedock.ie) or engage with us over the phone or in person.

### **This policy explains:**

What information we collect about you

How we use that information

In what situations we disclose your details to third parties

Our use of cookies to improve your use of our website

Information about how we keep your personal information secure,

How long we maintain keep records for.

### **Changes to our Privacy Policy**

The Dock may change or update this policy occasionally.

Any changes will be made available through an update to this document on our website.

This policy is effective from April 2018.

### **The Dock Data Promise**

We want you to enjoy the communications you receive from The Dock. To make sure you always get the relevant information, here's our promise to you:

You'll exclusively hear about events, shows, exhibitions, offers, jobs at The Dock and other news

We'll only send you information that we think is relevant to you & your interests

We'll always protect your personal information.

You can unsubscribe, update or change your preferences at any time

### **What information may we collect?**

We may collect the following information:

Full name

Contact information including telephone number, postal address and email address

Demographic information such as birth date, preferences and interests

Other information relevant to customer surveys and/or offers

A record of your purchases and donations

### **What do we do with that information?**

We require your information to identify the account of purchases you have made and to better understand your needs. It allows us to provide our customers with a better service and in particular for the following reasons:

## **Customer record keeping**

When you book tickets at our box office in person or over the phone the data processor is Leitrim Design House who are contract to manage our box office. Ticketsolve is our box office software its acts as a data processor on behalf of The Dock.

Where patrons have opted to provide their details for emailings, data will be shared with MailChimp (our email partner) and for text alerts with Sendmode.

Ticketsolve, MailChimp and Send Mode have implemented appropriate technological measures to protect against accidental loss, destruction, damage, alteration or disclosure. For more information, please see their privacy notices here:

[MailChimp privacy policy](#)

[Ticketsolve privacy policy](#)

[Sendmode privacy policy](#)

If you have given us permission to do so, we will email you with information on new shows, special offers or other information which we think you'll be interested in  
We may use this information to improve our products or services

## **Your debit and credit card information**

We do not store your credit or debit card information.

If you use your credit or debit card to purchase from us or to make a donation, we will ensure that this is carried out securely and in accordance with all legal requirements.

## **Maintaining your personal information**

We store your personal information indefinitely (we keep no records about your financial data) This is to facilitate correct identification of you as a customer, the history of ticket purchases in your personal account and for The Dock to learn about your preferences so as to deliver more relevant information to you.

If there are aspects of your record that are inaccurate or that you would like to remove, you can do this by logging in to your account through our website.

Alternatively, please use the contact details at the end of this policy to get in touch with our Box Office Manager.

Identification, differentiation and marketing.

## **Information about your interactions with us**

For example, when you visit our website, we collect information about how you interact with our content and ads. When we send you an email or text) a record of this is stored by our third party email and text alert partners (Mailchimp/ Sendmode) so that we can review your engagement with our correspondence.

## **When will you stop hearing from us?**

If you have not booked or engaged with us circa 7 years, then we will remove your data from our mailing list. You are welcome to reconnect with us at any time.

### **Third parties**

There are certain circumstances under which we may disclose your personal information to third parties. These are as follows:

To our own service providers who process data on our behalf and on our instructions (for example our ticketing system software provider). In these cases, we require that these third parties comply strictly with our instructions and with data protection laws, for example around security of personal data. Where we are under a duty to disclose your personal information in order to comply with any legal obligation (for example to government bodies and law enforcement agencies).

### **Sensitive and personal information**

Data Protection law recognises that certain categories of personal information are more sensitive such as health information, race, religious beliefs and political opinions. We do not collect this type of information unless there is a clear reason for doing so.

### **Cookies**

thedock.ie uses cookies to enhance each users experience when they visit our website. A cookie is a small piece of information that is placed on your computer when you visit certain websites. When we refer to “cookies” we include other technologies with similar purposes. Most browsers allow you to turn off cookies. To do this look at the “help” menu on your browser.

### **Links to other websites**

Occasionally, thedock.ie may contain links to other websites of interest. Once you have left thedock.ie, please note that The Dock does not have any control over that external website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites as they are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### **Other processing activities**

In addition to marketing communications, we also process personal information in the following ways that are within our legitimate organisational interests:

We may analyse data we hold about you to ensure that the content and timing of communications that we send you are as relevant to you as possible.

We may analyse data we hold about you in order to identify and prevent fraud.

In all of the above cases, we will always keep your rights and interests at the forefront to ensure they are not overridden by your own interests or fundamental rights and freedoms.

You have the right to object to any of this processing at any time. If you wish to do this, please use the contact details at the end of this policy. Please bear in mind that if you object this may affect our ability to carry out tasks above that enhance the service we provide you.

### **Security of your personal information**

We will put in place appropriate safeguards (both in terms of our procedures and the technology we use) to keep your personal information as secure as possible. We will ensure that any third parties we use for processing your personal information do the same.

**Contact details**

Please get in touch with us if you have any questions about our Privacy and Cookie policy, and in particular, if you would like to speak to someone further on the way we process information for our legitimate organisational interests.

All personal information requests will be reviewed by the Box Office Manager who can be contacted at [cmccormac@leirimcoco.ie](mailto:cmccormac@leirimcoco.ie)