

Junction.co.uk

Privacy Policy

www.junction.co.uk is owned and operated by Cambridge Junction. We are committed to safeguarding your privacy online and to this end have developed the following Privacy Policy to deal with issues which may concern you. Please read the Privacy Policy to understand how your personal information will be treated. This policy may change from time to time so please check it periodically.

1. Introduction

Cambridge Junction is committed to both respecting and protecting your personal information. We want to maintain the trust and confidence of every one of our audience members, participants, members and supporters, as well as each visitor to the Cambridge Junction website.

Our Privacy Policy gives you detailed information on when and why we collect your personal information, how we use it and how we keep it secure.

The information you share with us means you'll receive information about performances, events and offers that may interest you as well as a smoother ticket-buying process.

Junction CDC Ltd is a company limited by guarantee incorporated in England and Wales (Company number) Charity Registered (Number). Junction CDC Ltd is the data controller of your personal information. Your information is processed through our box office ticketing system Spektrix www.spektrix.com

If you have questions regarding your information or its use, please contact our Data Protection Officer on dpm@junction.co.uk

2. How We Collect Your Personal Information

Generally, we collect your information when you decide to interact with us. This could include purchasing tickets online, over the phone or in person or it could be where you sign up to receive emails from us.

3. The Types of Information We Collect

We only collect the information that's necessary to carry out our business, provide the particular service you've requested and to keep you informed. You do not have to provide all of the information requested but should you choose not to Cambridge Junction may not be able to keep you informed of issues that may impact on an existing booking or future events that might interest you

When you create an account with us, register on our website or purchase tickets or other items from us online, by post or phone we need to collect information from you in order to provide the service you are requesting.

Users Under 18

If you are under 18, please ensure that you obtain your parent/guardian's consent beforehand whenever you provide Personal Information to the website. Users without such consent are not allowed to provide us with Personal Information.

4. Why We Collect Your Personal Information and How We Use It

The information we hold on you will be used in a number of ways e.g.: to sell you a ticket, inform you of events or updates you've asked for or contact you if we need to obtain or provide additional information (e.g. support band timings, line-up changes etc.).

Specifically, we use your information we collect in the following ways:

To carry out our business and to provide a service or carry out a contract with you:

- To fulfil ticket, merchandise, donation and membership requests.
- Process payments. We only use your Credit Card or other payment information you provide to process your transaction.
- Contact you with important information relating to your booking or purchase, such as confirming your order, or letting you know about any issues that may affect your visit.

Where we have your consent:

- Send you updates via email about what's on, offers and news or about supporting us.
- Email you about a specific topic you've requested to hear more on such as our arts programme, comedy or creative learning projects
- Share your details with other arts organisations whose work you may have seen at or in collaboration with the Cambridge Junction. These organisations will contact you to let you know how they collected your data and to check that you're still happy to hear from them. You will always be able to opt out of their communications by contacting them directly.

Where we have justifiable reason (including legal obligation and legitimate interest):

- Learn about your interests and preferences so that we can contact you with information that is relevant to you.
- Help us target our marketing communications and adverts so that they're more relevant to you.
- Use your pseudonymised details to show you advertising on such Social Media platforms as Facebook and Instagram or via other third party advertising that may appear on other websites you use. The information shared with these platforms is pseudonymised to protect your personal data.
- For classifying our audience into groups or segments, using booking and publicly available information. These segments help us to understand our audience better and ensure we're sending relevant messages to each group.
- Measure and understand how our audiences respond to a variety of marketing activity so we can ensure our activity is well targeted, relevant and effective.
- Undertake consumer research: we may contact you to ask you to participate in consumer research either via an online or telephone survey or in person. You are under no obligation to participate in research and, should you provide any further information, we will inform you how any further information will be used.
- Analyse and continually improve the services we offer including our artistic output, our website and our other products.

- To help us run the test version of our website that we use internally to pilot new features and ensure the smooth running of our web services.
- The use of CCTV recording equipment in and around our premises for monitoring and security purposes.
- Detect and reduce fraud and credit risk.

For a small number of our audience, where we want to better understand people’s engagement with Cambridge Junction and their potential interest in supporting us further:

Before contacting a small number of individuals we may seek additional information including booking pattern with Cambridge Junction and connections, business network information and publicly available information relating to: residential location, wealth and assets, family (not including children), career, donations to other organizations (including political parties where they are made public by the individual) and hobbies and interests to create a profile of their interests and preferences. This helps us understand the background of the people who may choose to support us and helps us to make requests for gifts to those who may be able and willing to give. We may also use publicly sourced images to help identify individuals who attend our special events. For further information on applied data please see the table below.

We use a number of different sources to aid us in our fundraising activities, including newspaper websites and archives, housing market websites and the electoral roll as well as official websites of companies, charities and other arts organisations. In addition to general use of the internet we also make use of company, director and shareholder information from publicly available, officially registered information providers, such as Companies House, Charities Commission

5. How We Handle Your Information and Other Organisations

Cambridge Junction will never share, sell, rent or trade your personal information to any third parties without your prior consent. We will ask for your consent to share personal information with arts organisations whose shows you will have seen at Cambridge Junction.

Some of our service providers may have access to your data in order to perform services on our behalf – our box office system Spektrix is a good example of this. We make sure anyone who provides a service for Cambridge Junction enters into an agreement with us and meets our standards for data security. They will not use your data for anything other than the clearly defined purpose relating to the service that they are providing.

We may share your details with:

- Service providers who work on behalf of the Cambridge Junction for the performance of any contract we enter into with them or you, for example payment processing, printers and mailing houses, marketing agencies, database services, website hosting or email delivery service.
- Named third party organizations if you ticked the relevant opt-in box when you purchased tickets. In these instances, we may supply your personal information to that specific organization only.
- Other organisations such as competition organizers if you choose to take part in such activities that need administration by third parties and you choose to opt in for contact from those organizations.

- Third party data services, for example the Audience Agency <https://www.theaudienceagency.org/> who help us to segment and understand our audience by providing additional information so that we can send the most relevant and targeted communications possible.
- Where required to do so (for example, if required to do so by the 'know your donor' principles under charity law or a court order), or when requested by the police or a regulatory or government authority investigating illegal activities.
- Website Cookies are small pieces of information that are stored by your browser on your computer's hard drive. They make it possible for us to provide our online ticketing service and track visitor statistics, such as returning visitors. For details of cookies used on our website please refer to our [Cookie Policy](#)

Cambridge Junction is not responsible for the privacy notices and practices of other websites even if accessed using links from www.junction.co.uk and recommends that you check the policy of each website you visit and contact its owner or Data Protection Manager if you have any concerns or questions.

Despite all our precautions, no data transmission over the internet is 100% secure. So, we cannot guarantee the security of any information which you disclose to us and so wish to draw your attention to the fact that you do so at your own risk.

6. How We Protect Your Data

Cambridge Junction is committed to protecting the personal information you entrust to us. We adopt robust and appropriate technologies and policies, so the information we have about you is protected from unauthorized access and improper use e.g. your online account is encrypted and our own network is protected.

As part of the services offered to you through the Cambridge Junction website, the personal information you provide may be transferred to countries outside the European Economic Area (EEA). By way of example, this may happen if any of the computer servers used to host the website are located in a country outside of the EEA. If Cambridge Junction transfers your personal information outside of the EEA in this way, we will take steps to ensure that your privacy rights continue to be protected as outlined in this privacy notice.

Cambridge Junction may transfer your data to the USA to organisations such as Facebook, Google or Wordfly. The USA has weaker data protection laws than that of the EEA and therefore we will ensure that only organisations who are a part of the EU privacy shield initiative will handle your personal information. More details on this certification can be found at www.privacyshield.gov/welcome

We will keep your information only for as long as is reasonably necessary for the purposes set out in this privacy notice and to fulfil our legal obligations. We will not keep more information than we need. The retention period will vary according to the purpose, for example if purchasing a ticket only, we will typically keep your data for up to five years from the date of your last transaction. For further information about how long we will keep your information, please contact the Data Protection Manager using the contact details outlined in this notice.

If you ask us to stop sending direct marketing communications to you, we will keep the minimum amount of information (e.g. name, address or email address) to ensure we adhere with such requests.

7. Your Choices

You should find it easy to access and amend the personal information that we hold on you, or request that we stop contacting you. It's your data and we want to make sure you feel in control of it.

If you have an online account with us, you can amend your personal details and email contact preferences at any time by signing into your account. Or, if you prefer, you can contact us by phoning, emailing, or writing using our contact details below.

Every email we send to you will include details on how to change your communications preferences or unsubscribe from future communications.

If you would like to see what information we hold about you, you can sign into your online account and make any changes required. You can also request full details of personal information we hold under The General Data Protection Regulation, by contacting the Data Protection Manager. Please send a description of the information you would like to see, together with proof of your identity to dpm@junction.co.uk

At any time you have the right to ask Cambridge Junction to amend or stop how it uses your personal information including for marketing purposes.

You can do this by signing in to the website and accessing your account details or if you don't have an account or if you prefer to, you can contact us by phoning, emailing or writing using our contact details below.

You have the right to get information held about you by us corrected. If you have any concern about the accuracy of your personal data, please let us know using the below contact details.

If you would like us to remove the personal information we hold about you, please contact us using the below contact details.

You have the right to lodge a complaint with the supervisory authority, The Information Commissioner's Office – www.ico.org.uk

By email: dpm@junction.co.uk

By post: Data Protection Officer Cambridge Junction, Clifton Way, Cambridge CB1 7GX

8. Updates or Changes to the Privacy Policy and Further Information

This notice was updated in May 2018. It may be updated to take into account changes at the Cambridge Junction or for example to reflect changes to regulation or legislation.