

## Website Privacy Policy

**Last updated: September 2025**

Wells Operatic Society Limited (“we”, “our”, “us”), trading as Wells Little Theatre, is committed to protecting your privacy. This policy explains how we use personal information collected through our website.

- Charity number: 276308
- Company number: 01377655 (company limited by guarantee)
- Registered address: The Little Theatre, Chamberlain Street, Wells, BA5 2PS
- Contact email: [box.office@wellslittletheatre.com](mailto:box.office@wellslittletheatre.com)

### 1 What Information We Collect

When you use our website, we may collect:

- Your contact details (name, email, phone number) when you book tickets or sign up for our newsletter.
- Payment information when you purchase tickets online – handled securely by our ticketing partner **Yapsody** and payment processor **Stripe** (we do not store full card details ourselves).
- Technical information such as cookies and analytics data (see Section 6).

### 2 How We Use Your Information

We use your information to:

- Process and confirm your ticket bookings.
- Send you information about performances and events (if you’ve opted in).
- Respond to your enquiries.
- Improve our website and audience experience.

We will never sell your data to third parties.

### 3 Legal Basis for Using Your Data

We rely on:

- **Performance of contract** – to provide your ticket booking.
- **Consent** – if you choose to receive marketing emails.
- **Legitimate interests** – to manage our theatre and improve our services.

### 4 Sharing Your Data

We only share your data with trusted service providers who help us run the theatre, including:

- **Yapsody** – to manage online bookings.
- **Stripe** – to process payments securely.
- **Our email provider** – to send you updates if you’ve subscribed.

All providers act under contracts that comply with UK data protection law.

### 5 How Long We Keep Your Data

- Ticketing records: up to **7 years** (for legal and accounting purposes).
- Mailing list: until you unsubscribe.
- Enquiries: normally deleted within **12 months** unless needed for follow-up.

## 6 Cookies

Our website uses cookies to make it work properly and to understand how it is used.

- **Essential cookies** help the site function and cannot be turned off.
- **Analytics cookies** (e.g. Google Analytics) help us improve the site. These will only be used if you consent through our cookie banner.

For more details, please see our **Cookies Policy** [insert link].

## 7 Your Rights

You have the right to:

- Ask for a copy of the personal data we hold about you.
- Correct or update your information.
- Withdraw consent to marketing at any time.
- Request deletion of your data where appropriate.

You can exercise these rights by contacting us at [box.office@wellslittletheatre.com](mailto:box.office@wellslittletheatre.com)

If you are unhappy with how we handle your data, you can complain to the Information Commissioner's Office (ICO): [www.ico.org.uk](http://www.ico.org.uk) or call 0303 123 1113.

## 8 Updates

We may update this Privacy Policy from time to time. The latest version will always be available on our website.