

Exeter City Council, Exeter Tickets for the Exeter Corn Exchange

How we use your personal information (*this covers purpose and legal basis*)

If you have bought tickets directly from us, we will have a record of the details you gave us and the purchase information held by our box office system provider Spektrix.

If you have bought tickets from us for one of our partner's events, we will share your contact information with them for the singular purpose of providing the service you have purchased. We may be able to provide the option for you to give marketing consent to our partners but will never do this without your expressed permission. We will only ever share your information if we are satisfied that our partners have sufficient measures in place to protect your information in the same way that we do.

We use your personal information so that we can issue tickets for events which you want to attend, to give you information before the event and to ask for your feedback afterwards. We will only contact you if you have given us permission to do so unless we need to make you aware of important information such as the cancellation of an event you have purchased tickets for.

If you have asked us to keep you informed about future events at the venue either by post or email, then we will use your personal information for this purpose. We will occasionally tell you other news from the venue and about events in Exeter which we think you might be interested in.

What we will do with it (*this covers recipients of the data*)

Your personal information will be held and used by Exeter City Council. We will not share your information with anyone else without receiving your permission to do so other than with a mailing house for the singular purpose of mailing you, our events guide. We will only do this if you have requested us to include your details on our postal mailing list.

If you have not given us permission to contact you, we will still store your information to make booking easier and to generate a general view of booking behaviour, however, we will never share your data or send you marketing information.

In no circumstances will we ever sell your data to a third party for marketing purposes.

How long will we keep your information?

We will keep your information for up to 10 years, depending on the type of data, or until such time as you request for its removal. Where possible data is anonymised and retained for statistical purposes.

What will happen if you don't provide your personal information?

If you buy tickets from us, we need you to provide your name and a means to contact, you. You do not need to provide any other information but if you do not then we may be unable to keep you informed about the event you have booked for. If the event is subsequently cancelled or if the timings/content change, we may not be able to let you know.

More information

To see the council's full privacy notice or to find out about your rights go to www.exeter.gov.uk/DataProtection.