

Concerteenies

Privacy Policy

Our contact details:

Polly Ives Limited, trading as Concerteenies, is a limited company providing educational, live music experiences for young children and their families and education settings in the UK (particularly South Yorkshire) and online globally.

Our registered address is: 84 Glenalmond Road, Sheffield, S117GX.

You can contact us via email info@pollyives.com or telephone 07740 708837.

We are registered with the Information Commissioners' Office (No. A8864125)

This privacy notice was completed 14/03/21.

In this policy, "we", "us", "our" and "Concerteenies" refers to Polly Ives Limited.

"You", "your", "them" and "their" refers to our customers, website users and social media followers.

What information do we collect?

We collect the information necessary to be able to offer tickets to the general public for our live concerts, as well as audience demographic and engagement information from our social media feeds, our website and third-party ticket vendor. This information may include name, address, email address, telephone number, age, and gender. We collect photos at some public events where we have been given permission to do so by the subjects.

Where do we collect your data from?

- From our social media feeds on [Facebook](#), [Instagram](#), and [Twitter](#), if you have followed us.
- From our [YouTube](#) channel, if you have subscribed to it.
- From our website and the third-party applications associated with it: [Mail Chimp](#), [Gift Up](#), [Eventbrite](#), [Facebook](#), [Instagram](#), [Twitter](#) and [YouTube](#). We do not require you to give us any personal information in order to use our website other than via essential cookies which allow the website to run correctly (see below). We also use google analytics on our website.
- From any survey response forms you have completed and returned to us.
- Directly from you – the personal information you provide when emailing or calling us.

Why do we collect your data?

- We collect your information primarily so that we can process your ticket order and deliver your e-tickets for our live events, and to contact you if there are any problems with your booking.
- We want to keep you up to date with all things related to Concerteenies. If you have signed up to our mailing list, we will send you occasional newsletters via Mail Chimp.

- We use data to analyse our audience’s demographics and engagement because we want to produce more events and content that everybody will love.
- We do not sell or pass on your information to third-party companies, but we may forward you information about events that we think you might be interested in.

How will we use your data?

- We use your email address and other personal data to provide you with e-tickets to our events, as well as booking confirmation. These are generated via Eventbrite (see below).
- We use your email address to contact you if there are any changes to or cancellations of events you have booked.
- If you have signed up to our mailing list, we will use your email address to send you the latest Concerteenies news and information about upcoming events. You can opt out of this at any time. You will be removed from the mailing list within 5 working days of an opt-out request being submitted via info@pollyives.com or clicking unsubscribe at the bottom of one of our newsletters.
- We will use the name of the ticket holder to make paper attendance lists where QR-code scanning entry is unavailable.
- We will use demographic and engagement data from third-party websites, such as YouTube, Facebook, Instagram, Twitter, Mail Chimp and GiftUp to analyse event and content performance.
- We will use data supplied to us through voluntary audience survey responses to analyse our performance and help shape the future of Concerteenies.
- We occasionally take photos at our live events to use for marketing and on social media. We will clearly display and announce when we are taking photos and you can request to not be included. Permission can be withdrawn at any time; if you have any concerns, email info@pollyives.com and the photo will be removed from our website or social media within 5 working days.

Our legal bases for processing your data under General Data Protection Regulation:

- Your consent. By using our website and the third-party applications associated with it such as Squarespace, Facebook, Instagram, Twitter, GiftUp, Eventbrite, Mail Chimp, YouTube, Google Analytics, Gmail, and Google Forms you agree to us processing your personal data. By giving us personal information directly, such as over the phone or via email, you consent to us processing your personal data. You can remove your consent at any time by contacting info@pollyives.com.
- We have a contractual obligation. We process your data in order to fulfil our contractual obligation with you to supply tickets to our events, gift vouchers and other Concerteenies products. We use your data to produce paper and electronic attendance lists to allow customers to attend our events.
- We have a legal obligation. Should your personal information be subject to criminal investigation, we would be obligated to disclose your data to law enforcement.
- We have a legitimate interest. We process your data to monitor our events, website and social media performance.

How is your data stored?

- Any personal data disclosed to us directly or imported from third party organisations will be stored on a password-protected google drive and accessed via password-protected electronic devices on secure networks.
- In the event that we need to produce a paper attendance list for an event, we will not allow the general public to view this list and will keep it out of sight when not in use.
- Our website is hosted by Squarespace. [Squarespace](#) allows us to give you information about Concerteenies, sell our products, advertise our events and share our resources. Your data may be stored through Squarespace's secure data storage and databases. View Squarespace's privacy policy [here](#).
- We use Google Analytics to monitor our website's performance. Your data may be stored by Google. You can view Google's privacy policy [here](#).
- We use Eventbrite to sell tickets to our events. Your personal data may be stored by Eventbrite. Eventbrite's privacy policy can be found [here](#).
- We use GiftUp to sell Concerteenies gift vouchers. Your personal data may be stored by GiftUp. GiftUp's privacy policy can be found [here](#).
- We use Mail Chimp to manage our mailing list. Your personal data may be stored by Mail Chimp. Mail Chimp's privacy policy can be found [here](#).
- We use [Facebook](#), [Instagram](#), and [Twitter](#) to engage with you via social media. Your personal data may be stored by social media sites. Their privacy policies can be found by clicking the respective links.
- We use [YouTube](#) to display our online video resources. Your personal data may be stored by Google (parent company of YouTube). Google's privacy policy can be found [here](#).
- Our email account and surveys are hosted by Google. Your data may be stored by Google. Their privacy policy can be found [here](#).

How long do we keep your personal data for?

We will only keep your information for as long as is necessary for us to use your data as previously described or to meet our legal obligations, for example tax and accounting purposes.

The factors we consider when determining how long to keep your data are:

- our contractual obligations and rights in relation to the information involved
- legal obligations under applicable law to retain data for a certain period of time
- statute of limitations under applicable laws
- disputes and potential disputes
- if you have made a request to have your information deleted
- guidelines issued by relevant data protection authorities.

Otherwise, we securely erase your information once this is no longer needed, or you have requested for it to be deleted. Any paper documents will be shredded, and any documents stored electronically will be deleted. You can ask us or third-party organisations to stop sending you marketing messages at any time by following the opt-out links on any marketing message sent to you.

Your data protection rights:

Under data protection law, you have rights including:

- Your right of access – You have the right to ask us for copies of your personal information.
- Your right to rectification – You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure – You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing – You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing – You have the the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability – You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

More information about these rights is available from the ICO [here](#). You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. If you wish to exercise any of the rights set out above, please email us at info@pollyives.com.

Cookies:

Our website uses cookies. Cookies are small text files that can be used by websites to make a user's experience more efficient. Cookies may be set and used to improve your user experience, such as retaining your personal settings. The law states that we can store cookies on your device if they are strictly necessary for the operation of this site. For all other types of cookies we need your permission. We may also automatically receive general information that is contained in our server log files such as your IP address and cookie information.

Privacy Policy Updates:

We may modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us at info@pollyives.com. You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>