

## **Overview**

CreateED is committed to upholding the Data Protection principles of good practice. Protecting your privacy is important to us, and we strive to keep all information relating to you confidential in accordance with this statement and the law. As part of the normal operation of our services, you may voluntarily provide us with information about yourself. The purpose of this Data Privacy Policy is to explain what personal data we collect about you, how that personal data might be used and how we protect your personal data and privacy.

## **How do we process your personal data?**

CreateED complies with its obligations under the General Data Protection Regulations (GDPR) by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining unnecessary data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

CreateED only collects personal information about you when you specifically provide us with such information voluntarily. The information that we collect includes:

Name

Address

Email

Contact number

Payment card details – card details are encrypted for processing. CreateED does not store card details within its system.

## **We use your personal data for the following purposes:**

To process ticket bookings (including the booking, payment processing and ticket delivery)

To send you email communication regarding your booking (to include booking reminders or to advise you of an event cancellation)

To assist you with any query that you may have with your booking or payment

We may also use your data to perform quality assurance, sales analysis or other business analyses.

## **Sharing your personal data**

CreateED will not use your contact details for any marketing activities, and CreateED does not sell Customer contact details to Third parties. CreateED will only contact you regarding an existing booking or booking attempt.

## **Marketing Activities**

During the booking process we will ask if you would like to be included on their mailing list. If you decide to opt into these marketing lists, You agree that CreateED can send you marketing information until such a time that you indicate to them a preference not to receive further information.

## **How long do we keep your Personal Data?**

CreateED will keep your Personal Data for no longer than reasonably necessary and will be deleted after one (1) year. Personal Data is retained by CreateED for this period to assist us in responding to customer booking queries or any charge disputes that may arise.

## **Contact Details**

To exercise any relevant rights, queries or complaints regarding CreateED and the handling of your Personal Data, please contact:

Kath Borer: 07930 675 606

Email: support@ticketsource.co.uk

Last Updated: April 2023