

The Piano Room Lutterworth Limited



PRIVACY POLICY

Here at The Piano Room we are committed to safeguarding the privacy and personal information of our customers. Our following Privacy Policy explains what personal data we may collect from you when you use our sites and services, and how we hold and use that data.

You are entitled to view, amend, or delete the personal information that we hold. Just email your request to our data protection officer Paul Whiffin at enquiries@pianoroom.co.uk or use the links on the bottom of our emails to you or in the footer of our website.

We will review our Privacy Policy as required, but also on an annual basis. The last time we reviewed our policy was 16th May 2018

Cookies :

Cookies are small text files which allow websites to carry out a variety of useful functions and are widely-used across the internet.

Whilst we will set cookies on your computer, we do not set any cookies from third-parties for the purpose of advertising. Any cookies set by our website are used solely to improve the functioning of our website. We use Freeola to host our website, you can find a list of the various cookies that can be set by our website on [Freeola's website](#)

You can disable cookies, but in general the website may not operate properly if cookies are switched off. If you want to disable cookies you need to change your website browser settings to reject cookies. How you can do this will depend on the browser you use.

Google Analytics

When someone visits our website we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Our Mailing List

If you request to be on our mailing list, we collect personal information. We use that information for a several reasons:

- to tell you about stuff you've asked us to tell you about
- to contact you if we need to obtain or provide additional information
- to check our records are right
- and to check every now and then that you're happy and satisfied. We don't sell, rent or trade email lists with any other organisations or businesses.

We use a third-party provider, MailChimp, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see [MailChimp's privacy notice](#).

You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails or by emailing our data protection officer, Paul Whiffin, on enquiries@thepianoroom.co.uk.

Ticketing Information.

When you purchase a ticket (or tickets) online, your name, address data, email and contact number will be stored in our Box Office system, Ticketsource. This information is required to generate your ticket information.

Please be assured that we do not share your personal details with any other company. Information about [Ticketsource's privacy policy](#) can be found on their website

You are entitled to view, amend, or delete the personal information that we hold. Email your request to our data protection officer Paul Whiffin at enquiries@pianoroom.co.uk.

We also include links on all our emails to you as well as our website to enable you contact us and do this easily.