



Privacy Statement

Your information will be held by Replay Productions Ltd, which trades as Replay Theatre Company.

How we use your personal information

This privacy notice is to let you know how we promise to look after your personal information. This includes what you tell us about yourself, what we learn by having you as a customer, and the choices you give us about what marketing you want us to send you. This notice explains how we do this and tells you about your privacy rights and how the law protects you.

Our Privacy Promise

We promise:

- To keep your data safe and private
- To comply with the law and good practice
- Respect individuals' rights
- Not to sell your data
- To give you ways to manage and review your marketing choices at any time

Data Protection Law will change on 25th May 2018

This notice sets out most of your rights under the new laws.

How the law protects you

As well as our Privacy Promise, your privacy is protected by law. This section explains how that works.

Data Protection law says that we are allowed to use personal information only if we have the proper reason to do so. The law says we must have one or more of these reasons:

- To fulfil a contract we have with you, or
- When it is our legal duty, or
- When it is in our legitimate interest, or
- When you consent to it

A legitimate interest is when we have a business or commercial reason to use your information. But even then, it must not unfairly go against what is right and best for you. If we rely on our legitimate interest, we will tell you what that is.

Here is a list of all the ways that we may use your personal information, and which of the reasons we rely on to do so. This is also where we tell you what our legitimate interests are.

Where we collect your information from	Why we collect this	How we use this? Who do we share this with?
When you sign up to our newsletter on Mail Chimp. You will provide us with: <ul style="list-style-type: none"> • Your name • Your email address 	You have provided us with your information and have requested to be sent information.	Newsletters are sent out every quarter and include news about the company, upcoming tours/events. Mail Chimp keep all of this information on their secure

<p>You will also be asked to confirm you wish to subscribe to the newsletter.</p>		<p>servers. You can find a copy of their privacy policy here: https://mailchimp.com/legal/privacy</p> <p>Replay do not share your information with anybody outside of the organisation.</p>
<p>When you purchase products from us.</p> <p>We may ask you to complete a booking form.</p>	<p>We believe you have a legitimate interest in our company</p>	<p>We keep your information in our database and may send you direct marketing about shows and events that suit your interests. You can unsubscribe to this service at any time.</p> <p>We do not share this with anybody outside of the organisation.</p>
<p>When you work for us.</p> <p>We may ask you to complete a contract and a new start form.</p>	<p>While you are working for us we need to have access to personal information in order to complete the contract such as:</p> <ul style="list-style-type: none"> • Name • Address • Telephone number(s) • Email address • Agent details • Bank details • Details of your emergency contact 	<p>We will use this information to:</p> <ul style="list-style-type: none"> • Post contracts to you • Get in touch with you • Organise payment for your work
<p>If you work or volunteer with us.</p> <p>We may ask you to fill in an equality monitoring form (this is voluntary and does not have to be completed).</p>	<p>Replay are an equal employer and this form allows us to monitor the effectiveness of our Equal Opportunities Policy. Please request if you would like to read this</p>	<p>We analyse this data internally and do not share with anybody outside or the organisation.</p> <p>The collective data is shared with our funders to help monitor the reach of our work however, this is anonymized data.</p>

Groups of Personal Information

We may use different kinds of personal information, and group them together like this.

Types of Personal Information	Description
Financial	The financial details that allow us to make payments to you.
Contact	Where you live and how to contact you
Socio-Demographic	This includes details about your work or profession, nationality, education and where you fit into general social or income groups.
Contractual	Details about the products or services we provide to you or have provided to you in the past.
Communications	What we learn about you from letters, emails, and conversations between us.
Open Data and Public Records	Details about you or your company that are in public record and information about you that is openly available on the internet.
Special Types of data	The law and other regulations treat some types of personal information as special. We will only collect and use these types of data if the law allows us to do so: <ul style="list-style-type: none">• Racial or ethnic origin• Religious or philosophical beliefs• Trade union membership• Genetic and bio-metric data• Health data including gender• Criminal convictions and offences
Consents	Any permissions, consents, or preferences that you give us. This includes things like how you want us to contact you and your preferred methods of contact.

How long we keep your personal information

We will keep your personal information for as long as you are relevant to our products or until you request to be removed.

How to get a copy of your personal information

You can access your personal information we hold by writing to us at this address:

Replay Theatre Company
239 Newtownards Road
Belfast
BT4 1AF
Or emailing operations@replaytheatreco.org

Letting us know if your personal information is incorrect

You have the right to question any information we have about you that you think is wrong or incomplete. Please contact us if you want to do this. If you do, we will take reasonable steps to check its accuracy and correct it.

What if you want us to stop using your personal information?

You have the right to object to our use of your personal information, or ask us to delete, remove, or stop using your personal information if there is no need for us to keep it. This is known as the 'right to object' and 'right to erasure', or the 'right to be forgotten'.

How to withdraw your consent

You can withdraw your consent at any time. Please contact us if you want to do so.

How to complain

Please let us know if you are unhappy with how we have used your personal information. You can contact us.

Replay Theatre Company, Skainos Square, 239 Newtownards Rd, Belfast, BT4 1AF

Telephone: 028 9045 4562

Email: operations@replaytheatreco.org

You also have the right to complain to the Information Commissioner's Office. The Information Commissioner's office is at:

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Switchboard: 01625 545 700

Email: mail@ico.gsi.gov.uk

Social Media Privacy Policy

Replay Theatre Company is committed to protecting you and any information that we collect about you. This privacy policy explains what information may be collected and how it will be used when you access any of our social media channels and should be read in conjunction with our Social Media Terms of Use.

By using our social media channels and providing us with or posting personal information to our social media channels you are agreeing that you accept these terms. If you disagree with any of these terms you should not access our social media channels.

Cookies

When you access our social media channels, we will use cookies. Cookies are files containing small amounts of information which are downloaded to the device you use when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies perform lots of different and useful jobs, such as remembering your preferences and generally improving your online experience.

For information about the cookies that Replay Theatre Company use, we suggest that you read our cookie policy. The external social media platforms may also be using cookies which will be subject to their own terms and conditions.

Information that we collect and how it will be used

When you use any of our social media channels we may record and retain information (anonymous or otherwise) about you. This may include your use of our sites and the frequency of your visits. The individual social media channels may also be permitted to share certain information with us in accordance with your personalised privacy settings on those channels.

Changes to our privacy policy

We keep our privacy policy under regular review and will reflect any updates within this policy. We suggest you periodically review this notice for any changes that may affect you.

Social Media Terms of Use

1. Replay Theatre Company ('we', 'us' and 'our') has an active presence on a number of social channels including Facebook, Twitter, Instagram, Snapchat, YouTube ('our social media channels'). Our social media terms of use (terms) are intended to help ensure that we are able to engage with our customers and other users of our social media channels in a respectful environment.
2. Please read these terms carefully before you engage with our social media channels, as your use of the social media channels (including those which are accessible on Facebook, Twitter, Instagram, Snapchat and YouTube) indicates that you accept these terms and agree to comply with them. If you disagree with any of these terms you should not engage with our social media channels.
3. By providing us with or posting personal data to our social media channels you are agreeing that we may use the information as set out in our Social Media Privacy Policy.
4. If there are any additional or varied terms and conditions for a particular application or promotion through our social media channels, we will provide you with the new or additional terms and conditions at that time.
5. Because social media and our use of it, is always evolving, we may amend these terms at any time. You should frequently check this webpage to review the current terms because they are binding on you.
6. The social media channels we use have their own terms and conditions you need to comply with those terms as well as ours.

Protecting your privacy

7. Any personal data which you do provide to us is covered under our Social Media Privacy Policy.
8. We want you to be safe when using the internet and mobile applications, so please don't include any account, logon, financial or other personal details when posting content on our social media channels. We will only ever ask for your contact details in a private message if we need to assist you with our products or services. We will never ask for your account information or direct you to a web page or page that asks for this information.
9. Please be aware that our social media channels are public and any contribution you make will be available for anyone to see and messages sent over the internet or via mobile applications may not be completely secure as they are subject to possible interception or loss or possible alteration. This is not within our control and so we are not responsible for them and will not be liable to you or anyone else for any damages or otherwise in connection with any message sent by you to us or any message sent by us to you over the internet or through a mobile application.

Your use of our social media channels

10. You may not use our social media channels for illegal purposes or otherwise misuse our social media channels (including, without limitation, by hacking or impersonating us, or in any way not permitted by these terms).
11. Our social media channels have been created to allow you to communicate with us and about us. You may share and comment on content that we post to our social media channels, provided that you do not amend it and you cite us as the source.
12. Unless otherwise state, all trademarks, company names, logos and images used on our social media channels and copyright in the content of our posts (except where other contributors are acknowledged) are the intellectual property of Replay Theatre Company. You must not copy these or misuse them in any way or use these for commercial purposes without consent or an appropriate licence.
13. We will assume that any material you post to our social media channels is not confidential. You retain all of your ownership rights in your content however, you grant us a worldwide, non-exclusive, royalty free licence to freely use, copy, edit, alter, reproduce, publish, display and/or distribute such material for any and all commercial and non-commercial purposes in any media or through any distribution method.
14. When you submit materials to our social media channels, you confirm that you are entitled to submit the content and that the content is accurate, not confidential, and not in violation of any contractual restrictions or other third party rights.
15. When posting content please be polite, respectful, relevant, accurate where stating facts and civil to others, even if your views differ. Your content must be original work and comply with the law of UK and Northern Ireland and any country from which it is posted.
16. You agree not to post or transmit any material:
 - a. That is threatening, defamatory, obscene, indecent, offensive, pornographic, abusive, liable to incite racial hatred, discriminatory, menacing, scandalous, inflammatory, blasphemous, in breach of confidence, in breach of privacy or which may cause annoyance, distress or inconvenience; or
 - b. For which you have not obtained all necessary licences and/or approvals; or
 - c. Which constitutes or encourages conduct that would be considered a criminal offence, give rise to civil liability, or otherwise be contrary to the law of infringe the rights of any third party, in any country in the world; or
 - d. Which is technically harmful (including, without limitation, computer viruses, logic bombs, Trojan horses, worms, harmful components, corrupted data or other malicious software or harmful data).
17. You agree to compensate us fully if we suffer loss and damage as a result of your failure to abide by these terms.
18. The language of our social media channels is English and contributions should be made in English. We are unable to respond to content in other languages. This may mean in some instances that we need to remove material if we cannot be certain of its content.

19. We reserve the right to contact you where you have received complaints about your content, and we may ask you to remove certain content where such content does not comply with these terms of the law. We also reserve the right to moderate any content posted to our social media channels. Where we moderate content before it is posted to our social media channels, we may, at our discretion, refrain from publishing certain material transmitted or posted by you. Similarly, where we moderate content after it is posted to our social media channels, we may choose to remove material transmitted or posted by you. For example, if we consider the material transmitted by you to be inappropriate for any reason, we may choose to refrain from posting this or delete this from the relevant social media channel(s) (although we shall not be required to do so). We shall be under no obligation to notify you of such decision. Further, we reserve the right to suspend or terminate your access to all or any of our social media channels in the event that you fail to comply with these terms. Please note, however, that sometimes it may not be possible to moderate our social media channels and our social media channels may potentially be abused by third parties and therefore cannot promise that no unsuitable third party content will appear on our social media channels.
20. Our social media channels are used to keep in touch with you and they are managed by our employees. We regularly update and monitor our social media channels however, we may not always be able to read all messages or reply individually to messages received via these channels. If you require advice, please contact our office.

Links to third party websites or pages

21. Links to third party websites or pages on our social media channels are provided solely for your convenience or as part of the nature of how external social networks operate. We do not control them and are not responsible for such websites or their content or availability. We do not endorse or make any promise about them, or any material on these websites or pages nor any results that may be obtained from using them. Any access of third party content you choose to make is entirely as your own risk.
22. Links to downloadable software sites that may be available on social media platforms or third party websites that are linked to our social media channels are not provided, endorsed or checked by us, and we are not responsible for such software or liable for any difficulties or consequences associated with downloading the software.

Access

23. We do not guarantee that our social media channels, or any content on it, will always be available or be uninterrupted. From time to time, we may at our discretion change, suspend or permanently withdraw all or part of our social media channels without prior notice.
24. The following clauses exclude or limit our legal liability for our social media channels. You should read them carefully. They all apply only as far as the law permits.
25. Our social media channels may contain complex information. We have tried to make it as clear, easy to use and as accurate as possible. However, we do not warrant that any content posted by us is accurate, complete, or up to date. We will have no liability to you if it is not.

26. We aim for open, respectful communication on the relevant topics within our social media channels. While, where possible, we do conduct some moderation, we do not control and are not liable for content posted by third parties. Any use or reliance on such content or materials posted is at your own risk. We do not endorse, support, represent or guarantee the completeness, truthfulness, accuracy or reliability of any content posted by third parties. You understand that by using our social media channels, you may be exposed to content that might be offensive, harmful, inaccurate or otherwise inappropriate, or in some cases, postings that have been mislabelled or are otherwise misleading. We will not be liable in any way for such content.
27. Please keep in mind that other users of our social media channels who provide content may claim expertise or standing that they do not, in fact, possess. You should give careful thought before following any advice posted by other users who are not verifiable as representing us.
28. No endorsement or approval of any third parties or their advice, opinions, information, content, products or services is expressed or implied by the display of information or advertisements by external social media channels alongside our content or logos and we have no control over the content of such third part advertisements.
29. We are not responsible for: (i) losses not caused by our breach; (ii) failure to perform or provide any services where such failure is due to events beyond our control; (iii) indirect losses which are a side effect of the main loss or damage and which are not reasonably foreseeable by you and us at the time of entering into these terms, for example loss of profits or loss of opportunity; (iv) loss or damage in connection with any third party website, applications or software linked from our social media channels; (v) loss or damage due to viruses or other harmful code which may infect your device.
30. Nothing in these terms shall exclude or limit our liability for:
 - a. death or personal injury caused by negligence; or
 - b. fraud; or
 - c. misrepresentation as to a fundamental matter; or
 - d. any liability which cannot be excluded or limited under applicable law.
31. If you breach these terms and we take no action against you, we will still be entitled to use our rights and remedies in any other situation where you breach these terms.
32. If any part of these terms is disallowed or found to be ineffective by any court or regulator, the other provisions shall continue to apply.

Cookie Policy

What is a cookie?

Cookies are files containing small amounts of information which are downloaded to the device you use when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies do lots of different and useful jobs, such as remembering your preferences, and generally improving your online experience.

There are different types of cookies. They all work in the same way, but have minor differences:

Strictly necessary cookies

These cookies enable services you have specifically asked for. These cookies are essential in order to enable you to move around the website and use its features, such as accessing secure areas of the website. These cookies don't gather information about you for the purposes of marketing.

Performance cookies

These cookies collect information about how visitors use a web site, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor although they may collect the IP address of the device used to access the site. All information these cookies collect is anonymous and is only used to improve how a website works, the user experience and to optimise our advertising. By using our websites you agree that we can place these types of cookies on your device, however you can block these cookies using your browser settings.

Functionality cookies

These cookies allow the website to remember choices you make (such as your username). They may also be used to provide services you have requested such as watching a video. The information these cookies collect is anonymised (i.e. it does not contain your name, address etc.) and they do not track your browsing activity across other websites. By using our websites you agree that we can place these types of cookies on your device, however you can block these cookies using your browser settings.

Third party cookies

These cookies allow third parties to track the success of their application or customise the application for you. Because of how cookies work we cannot access these cookies, nor can the third parties access the data in cookies used on our site.

For example, if you choose to share content through social media networks you may be send cookies from these websites. We don't control the setting of these cookies, so please check those websites for more information about their cookies and how to manage them.

What if I don't want to accept cookies?

If you wish to restrict or block cookies which are set by any website – including Replay Theatre Company website, you should do this through the browser settings for each web browser that you used, on each device you use to access the Internet.