



Document Number	FTT-004
Document Title	Data Protection Policy
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Purpose

This document explains the type of personal data that is collected about audience members and members of From The Top Theatre Company.
The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) aims to protect all EU citizens from privacy and data breaches and this document explains how From The Top Theatre Company mitigates the risk of a breach of personal data.

Revision

Please ensure you have the latest version of this document by checking the members area of the public website:

<http://www.fromthetoptheatre.org.uk>

Change History

Revision	Author	Date	Changes
1	Bradley Reynolds	05/03/2021	<ul style="list-style-type: none">Initial Release

Referenced Documents

FTT-003	EH&S Policy
FTT-005	Use of Mobile Payment Equipment



Data Collected

Audience Members

Audience members that purchase tickets for a From The Top production, from the various methods of doing so, agree that their personal data will be collected during the purchase process and will be protected against the risk of data breach by the methods explained in this document.

If purchasing a ticket over the phone or through verbal agreement, only the name of the person booking is a requirement. This is to enable identification during the ticket printing process. Once physical tickets have been printed, details names of people who have purchased tickets are **not** kept on record.

Customers that wish to pay for their tickets by the means of electronic card payment agree that their card details will be sent over a secure, dedicated network and that their data will be subject to the privacy policy of Square Up, who process our card payments.¹ At the point of sale, customers are asked if they would like a receipt sent via text or email. This is completely optional and any phone numbers or email addresses are **not** stored by from the top.

Customers purchasing tickets online through our website agree to the terms set out by the privacy policy of Ticket Source, who process online ticket booking.² Details collected from Ticket Source include, but may not be limited to:

- Name
- Address
- Telephone Number
- Email Address
- Payment Information

Please note that the type of information collected by Ticket Source and the way in which it is stored can change without notice. To read the latest privacy policy from Ticket Source, please see reference 2 at the end of this document.

From The Top Theatre Company Members

Paid members of From The Top Theatre Company must agree to their personal data being collected as both a legal requirement to our insurance and in the interest of safety. For more information on this, please speak to a member of the committee or read through our Health & Safety policy. (FTT- 003)

Upon becoming a member of From The Top Theatre Company; details such as, but not limited to, Name, Address, Contact telephone numbers and next of kin are to be collected in the case of an accident. This data is **not** shared with any third parties and is kept secure by a selected member of the committee, which may change at any time without notice.

Members that choose to pay for their membership using electronic card payment will also be subjected to the privacy notice defined by Square Up, who process our card payments.¹

Card Payments

This section is intended to clarify the steps that have been taken to protect customer's data when using our mobile card payment equipment.

All card payments are processed by Square Up, a reputable company whose privacy terms can be found in the reference section of this document. As defined in document FTT-005 (Use of Mobile Payment Equipment) it is a requirement that all electronic devices that are involved with the payment process are connected to a secure network and the use of public WiFi is strictly forbidden whilst processing payments. This limits the risk of somebody stealing data, such as credit card information, that is sent over the internet. All networks that are to be used for mobile payments **must** be password protected with secure encryption for this reason.

For the record, no personal data is stored locally on the tablet/mobile phone used by the Square Up application when processing ticket sales. All data is stored on Square Up's servers in line with their privacy policy.



References

1: Square Up Privacy Policy

<https://squareup.com/gb/legal/privacy-no-account>

2: Ticket Source Privacy Policy

<https://www.ticketsource.co.uk/kb/terms-of-use/customer-data-privacy-policy>