**Privacy Policy for Ticket Sales**

**Introduction**

At Hindhead Royal British Legion, we are committed to protecting your personal data and ensuring transparency in how we use it. This Privacy Policy outlines how we collect, process, store, and protect your personal data when you purchase tickets for events through our website. By using our services, you agree to the terms outlined in this policy.

**1. Who We Are**

Hindhead Royal British Legion Club Ltd  
Address: Beacon Hill Road, Hindhead, Surrey, GU26 6QB  
Contact Email: [Insert Email Address]  
Contact Phone: [Insert Phone Number]

We are the data controller responsible for your personal data in relation to ticket sales.

**2. What Data We Collect**

When you purchase tickets through our website, we may collect the following information:

**Personal Details:**

* Name
* Email address
* Phone number
* Billing address

**Payment Information:**

* Card details (processed securely via third-party payment providers)
* Transaction history

**Event Information:**

* Details of tickets purchased (e.g., event name, date, and number of tickets)

**Technical Data:**

* IP address
* Browser type
* Website usage data (collected via cookies)

**3. How We Use Your Data**

We use your personal data for the following purposes:

**Event Registration:**

* To process your ticket purchase and confirm your booking.
* To verify your ticket at the event.

**Communication:**

* To send confirmation emails, event updates, or reminders.
* To notify you of any changes, cancellations, or issues related to the event.

**Legal Compliance:**

* To retain transaction records for tax, accounting, and legal purposes.

**Marketing (Optional):**

* If you opt in, to send promotional materials about future events or special offers.

**4. Legal Basis for Processing Your Data**

We process your data based on the following lawful grounds:

* **Contract:** To fulfil your ticket purchase and provide access to the event.
* **Legal Obligation:** To comply with tax and licensing requirements.
* **Consent:** For marketing communications (only if you explicitly opt in).
* **Legitimate Interest:** To improve our services and ensure the success of our events.

**5. Sharing Your Data**

We may share your data with the following third parties:

**Payment Providers:**

* We use secure third-party providers (e.g., Stripe, PayPal) to process payments. Your payment details are handled directly by these providers and are not stored by us.

**Event Partners:**

* If necessary, we may share attendee lists with event organisers or venue staff to ensure smooth entry to the event.

**Legal Authorities:**

* We may disclose data if required to comply with legal obligations.

We do not sell or rent your personal data to any third parties.

**6. How We Protect Your Data**

We implement the following measures to protect your personal information:

* **Encryption:** All payment information is encrypted and processed securely by our payment providers.
* **Access Controls:** Only authorised personnel have access to personal data.
* **Secure Servers:** Your data is stored on secure servers with appropriate technical safeguards.
* **Retention Periods:** Personal data is retained only as long as necessary for the purposes outlined in this policy, or to comply with legal obligations (e.g., tax records for 6 years).

**7. Your Rights**

Under the UK GDPR, you have the following rights regarding your personal data:

* **Access:** Request a copy of the personal data we hold about you.
* **Correction:** Request correction of inaccurate or incomplete data.
* **Erasure:** Request deletion of your data (subject to legal or contractual obligations).
* **Restriction:** Request restriction of processing in certain circumstances.
* **Objection:** Object to processing based on legitimate interests.
* **Data Portability:** Request transfer of your data to another service provider.

To exercise these rights, contact us at [Insert Contact Email Address].

**8. Cookies and Tracking Technologies**

Our website uses cookies to enhance your experience and gather usage data. Cookies help us:

* Track website performance.
* Understand how users interact with our site.
* Improve your experience when using our website.

You can manage your cookie preferences through your browser settings. For more details, see our **Cookie Policy**.

**9. Marketing Communications**

If you opt in to receive marketing communications, we may contact you via email to inform you about upcoming events or special offers. You can opt out at any time by clicking the "unsubscribe" link in our emails or contacting us directly.

**10. Changes to This Policy**

We may update this privacy policy from time to time to reflect changes in our practices or legal requirements. Any updates will be posted on our website and take effect immediately upon publication.

**11. Contact Us**

If you have any questions or concerns about this privacy policy or your personal data, please contact us:

**Email:** [Insert Email Address]  
**Phone:** [Insert Phone Number]

**Cookie Policy**

**Introduction**

This Cookie Policy explains how we use cookies and similar technologies on our website. By using our website, you agree to the use of cookies as described in this policy.

**1. What Are Cookies?**

Cookies are small text files stored on your device (computer, tablet, or mobile) when you visit a website. They help us improve your experience by remembering your preferences and enabling certain website features.

**2. Types of Cookies We Use**

We use the following types of cookies:

**Essential Cookies:**

These cookies are necessary for the website to function correctly. Without them, certain features (e.g., ticket purchases) may not work.

**Performance Cookies:**

These cookies help us analyse website usage and improve functionality.

**Functionality Cookies:**

These cookies remember your preferences, such as language or region, to provide a personalised experience.

**Marketing Cookies:**

These cookies track your browsing activity to display relevant ads or promotions. (Optional: Add only if you use such features.)

**3. Managing Cookies**

You can manage or disable cookies through your browser settings. However, disabling cookies may impact your experience on our website.

For instructions on managing cookies, visit:  
[www.allaboutcookies.org](https://www.allaboutcookies.org/)

**4. Changes to This Cookie Policy**

We may update this policy periodically to reflect changes in how we use cookies. Updates will be posted on our website.

**Terms and Conditions for Ticket Sales**

**Introduction**

These Terms and Conditions govern the sale of tickets for events hosted by Hindhead Royal British Legion. By purchasing tickets, you agree to these terms.

**1. Ticket Purchase**

* All ticket purchases are subject to availability and confirmation of payment.
* Tickets are non-refundable unless the event is cancelled or rescheduled.
* You must provide accurate contact information during the purchase process.

**2. Event Entry**

* Entry to the event requires a valid ticket, which may be presented digitally or in printed form.
* You may be asked to present identification for verification.
* We reserve the right to deny entry to anyone failing to comply with event rules.

**3. Event Changes or Cancellation**

* In the event of cancellation or rescheduling, we will notify you via the contact details provided during purchase.
* Refunds will be processed only for cancelled events or as otherwise required by law.

**4. Liability**

* We are not responsible for personal injury, loss, or damage incurred at the event unless caused by our negligence.
* Your attendance is at your own risk.

**5. Privacy**

* Personal data collected during ticket purchases is handled in accordance with our Privacy Policy.

**6. Changes to These Terms**

We reserve the right to update these terms at any time. Any changes will be posted on our website and apply to future ticket purchases.

For further assistance or inquiries, contact us at [Insert Email Address].