

## Privacy policy

The Leidse Schouwburg – Stadsgehoorzaal (LS – SGZ) respects the privacy of all visitors and website users and makes sure that any personal information which we receive will be used confidentiality. This Privacy Policy aims to give you information on how we collect and processes your personal data through your use of our website. Hereby we let you know immediately that you have the possibility of buying tickets without giving away any personal data. You can do this at the information and ticket desk.

### 1. Type of personal information

Whilst offering products and services we can process your personal data. This may apply to the following products and services:

- show/concert
- newsletter
- visitor account
- friendship
- website
- visitor survey

The type and size of personal information we collect may vary per product or service. This may be as follows: name, gender, address, city of residence, age, phone number, email address and IP-address. If you want to have a full overview on your data, you can submit a request for access (see no. 7).

### 2. Purpose of data processing

LS-SGZ collects data of people who buy or reserve tickets for concerts or shows, of visitors of the LS-SGZ website and of subscribers to a newsletter for the following purposes:

- to conclude an agreement for a product or service;
- to carry out the agreed service or deliver a product;
- for marketing activities of LS-SGZ, in particular to inform customers about LS-SGZ, the events for which they sell tickets and their (other) products and services and to align this information with the customer;
- to make the website accessible, to analyse website visits and for the use of social media networks;
- for statistic, analytic and research purposes;
- to implement possible legal obligations that are applicable to LS-SGZ.

### 3. Retention Period

LS-SGZ does not save data longer than necessary for the processing purposes. When a customer has not visited LS-SGZ in five years or made use of another product or service in any other way, the personal data will be anonymised and is then strictly used for statistical purposes. Personal data of customers who subscribed to a newsletter and/or direct marketing emails, will be saved until they unsubscribe.

#### **4. Newsletters and service emails**

After you bought tickets for a show, you will receive a service email several days before the event. This will include information about your visit, possible changes and accessibility information. These emails are sent as a service (not for marketing purposes). In the case of a last-minute cancellation, additionally to a cancellation email, you may receive a SMS. You agree to this when you accept our terms and conditions when you buy a ticket.

You can subscribe to our newsletters. Every newsletter has an unsubscribe link so you can cancel this subscription at any time. Your email address will only be added to the list of subscribers with your consent. The newsletters are sent a maximum of 2 times a month. Depending on your newsletter preferences, you can receive a maximum of 4 newsletters a month.

You can unsubscribe at any other time by sending an email to [marketing@leidseschouwburg-stadsgehoorzaal.nl](mailto:marketing@leidseschouwburg-stadsgehoorzaal.nl).

#### **5. Third parties**

Generally we don't disclose your personal information outside our business. We only share your personal information when you gave us explicit permission or when we are legally required to do so.

#### **6. Security**

In accordance with the requirements of the Algemene Verordening Gegevensbescherming we have taken technical and organisational security measures to protect your personal data against lost or illegitimate processing. Your personal information will be handled confidentially and saved on secured servers.

#### **7. Access and changes of your personal data**

You may ask any questions and request details of personal information which we hold about you. You have the following rights:

- You may request us which of your data we stored and why;
- You may always request, change or delete your exact personal data;
- You may at all times withdraw your permission for the usage and processing of your personal data.

#### **8. Cookiesbeleid cookies policy**

##### **8.1 what are cookies?**

Cookies are text files with small amounts of information that your computer or mobile device saves when you visit a website. They are not computer programs and cannot be used to spread viruses or find out private information and passwords from your computer / mobile device.

## **8.2 Which cookies are used on the site of LS-SGZ?**

### Essential cookies:

These cookies are necessary to use websites and their functions. Without these cookies it is impossible to use facilities like a shopping cart and online payments.

### Performance cookies:

To constantly improve our website we research how people use it. I.e. the traffic on and to the website. For this we use Google Analytics and by this software cookies are used to save data. With these cookies no information will be stored that can find out your identity. All the information that is collected with these cookies is stored in the shape of anonymous statistics.

## **8.3 What happens if I don't accept cookies?**

If you choose not to accept cookies, you can still visit our website. But some features and services won't function optimally.

## **8.4 How can I turn cookies off?**

If you would rather not use cookies, you can turn them off at any time through the internet browser you are using. Cookies are used at every computer. If you use more than one computer, you need to repeat the process of turning the cookies off.

## **9. Changes**

This privacy policy can be edited by LS-SGZ. The changed regulation applies from the date of publication on the website of LS-SGZ.

## **10. Contact**

If you have any questions, remarks or complaints about the usage of your personal data, or if you want to unsubscribe from a newsletter or other products and services, you can get in touch with [info@leidseschouwburg-stadsgehoorzaal.nl](mailto:info@leidseschouwburg-stadsgehoorzaal.nl).