

Áras Inis Gluaire / Erris Arts Centre Privacy Policy May 2018

The Arts Centre

Ireland's only bilingual arts centre, situated in the beautiful environs of Belmullet town on the Erris Peninsula in North West Mayo. Inis Gluaire is an island off the coast of the [Mullet Peninsula](#) where the fabled Children of Lir were banished for 300 years to live out their lives as swans. Our mission is to provide a cultural, social, economic and educational service, via the medium of the arts, for and on behalf of the Erris community, one of Ireland's most outstanding areas of natural beauty. Comprising a 170 seat theatre, cinema, exhibition gallery, coffee bar, Community Radio studio, and workshop space, the centre opened in April 2007 and plays host to the best in national and international performing and visual arts events.

Áras Inis Gluaire is a purpose built, state-of-the-art arts space that is part of Áisleann Bhéal an Mhuirthead (Belmullet Civic Centre). Outside, there is a children's playground, landscaped areas and generous car parking facilities.

For information on events, please contact us directly by telephone on 097 - 81079 or via this website on www.arasinisgluaire.ie.

Privacy Policy

Last updated: May 2018 as per GDPR regulations.

Company: Ionad Ealaíona Iorras Teo.

This document informs you of our policies regarding the collection, use and disclosure of Personal Information we receive from customers. By using our services, you agree to the collection and use of information in accordance with this policy.

What Constitutes your Personal Data?

Any information that can be used to directly, or indirectly, identify a person. Examples include; a name, a photo, an email address, bank details, posts on social networking websites, medical information, or a computer IP address.

Purpose

There are clear purposes related to attending our events, particularly those with assigned seating, for which you can expect your data to be used. These may include

data necessary in the context of a transaction. However, your data may also be processed for non-obvious purposes such as profiling and future marketing. In the interest of fairness in obtaining this data these purposes are outlined in this Policy Statement, and we ask all of our customers and visitors at Áras Inis Gluaire to familiarise themselves with this document, with regard to their personal data collection and usage.

Information Collection and Use

While using our services, we will ask you to provide us with certain personally identifiable information that can be used to contact and identify you. Personally identifiable information may include, but is not limited to:

Your name
Email Address
Postal Address
Phone Number

Update Preferences

Extent of data being processed Data is primarily and in most cases solely, used at Áras Inis Gluaire for the process of assigning ticket sales to customers and for updating customers with relevant information and marketing materials.

Consent

We will explicitly request your consent for the aforementioned information collection and use. Upon your first visit, you will be asked if you would like to receive updates via email, phone or post. You may choose to opt in for this, and this consent will be logged as part of your personal account at Áras Inis Gluaire, to which your tickets are assigned. It is as easy to withdraw this consent as it is to give it, by simply contacting a member of Box Office staff at any time, or unsubscribing via our email or SMS providers.

Ticket Allocation

We collect identifiable information at Áras Inis Gluaire, as some shows and events here have allocated seating. This is necessary for, but not exclusive to, the following examples:

- In the event you lose your ticket, or must cancel your seats, we will have a clear record of it in our system.
- In the event that a show is cancelled or changed, we can contact you

immediately.

- In the event of a health and safety risk, or accident during an event, we will have a record of each audience member and their approximate location and may swiftly verify their safety and location. In this respect, it is important for us to keep a record of your ticket purchases.

Communications

One key aspect of the use of your Personal Information will be to contact you with relevant marketing or promotional materials and other information. This is primarily done via email newsletters, text messaging (SMS) and post (mail). In all cases, we try to tailor this information based on events you have previously attended. In this way the amount of information you receive from us should be relevant and not overly excessive. You will be asked upon your first purchase to Opt-In for this service. If you cannot remember opting-in prior to our latest Protection Policy Update, or you simply wish to change your preferences, please contact a member of staff at the Box Office. Alternatively, you will always be given the option to unsubscribe by reply from any correspondence you might receive from us.

What about Customers under the age of 18?

Parental consent is required to process the personal data of children under the age of 18 for our services. In almost all cases, we will not request data from customers under 18 years old. If a minor is buying tickets here on your behalf, they will be asked for your details so that tickets may be allocated to an appropriate adult account. For children's events, we will ask for the details of the Parent/Guardian only. In compliance with our Child Protection Policy, each facilitator of our Children's Events must ensure to gather separate data concerning Child Protection relating to that event. They will be then solely responsible for the protection of this data. We ask that parents/guardians be vigilant in this regard.

Online Use of Services Log Data

Like many companies, we collect information that your browser sends whenever you visit our website. This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our website that you visit, the time and date of your visit, the time spent on those pages and other statistics. In addition, we may use a third party service such as Google Analytics that collect, monitor and analyse this for marketing purposes. In all cases,

use of such services will be GDPR compliant.

Cookies

Cookies are files with small amounts of data, which may include an anonymous unique identifier. It is a piece of information, like a tag, which some websites create against your profile. Our website creates a "cookie" when you first register online. Cookies are sent to your browser from a website and stored on your computer's hard-drive. Our cookie will store some basic information, which helps us to identify if you have visited the site before. This will allow us to provide you with personalised content or present you with product and service information based on your previous behaviour on the site. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our website. How to disable cookies: If you do not want a cookie to be created on your PC, your web browser will let you disable cookies or you can use a 3rd party browser plugin. Please bear in mind that some personalised services on websites, may not be available if you choose to disable cookies. You can find out more about cookies on www.cookiecentral.com

Disclosure

In the event of releasing personal data to a third party (other than persons acting as our agents) this disclosure, referred to here, will be fully transparent to you. Áras Inis Gluaire has a strict third party policy. We do NOT share your personal data with third parties that operate for purposes beyond your relationship with our services. The only exceptions to third party disclosure are the following:

Paypal, who process your debit/credit card transactions.

Mailchimp, who provide our email updates platform.

Vodafone, who provide our SMS updates platform.

LetsHost.ie, who host our website.

These companies and their support directly relate to our operational purposes and are relevant to providing our services. In all cases we have established to date, that these companies are compliant with current Data Protection Policy.

Links to their websites are provided here:

<https://www.paypal.com/ie/webapps/mpp/ua/privacy-prev>

<https://www.lets host.ie/>

<https://mailchimp.com/legal/privacy/>

<https://n.vodafone.ie/aboutus/code.html>

A general exception to this rule is where the disclosure is required by Law. In this scenario Áras Inis Gluaire will comply in all aspects of the law and seek legal advice where necessary.

Changes to this Privacy Policy

This Privacy Policy is effective as of May 2018 and will remain in effect, except with respect to any changes in its provisions in the future, which will be enforced immediately after being posted on this page. We reserve the right to update or change our Privacy Policy at any time and you should check this page periodically. Your continued use of the service after we post any modifications to the Privacy Policy will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy. If we make any material changes to this Privacy Policy, we will notify you either through the email address you have provided us, or by placing a prominent notice on our website.

Know Your Rights Right of Access

A person has a right to be given a copy of their personal data, as retained by us. Subject access requests from individuals should be made by mail, addressed to the The Manager, Áras Inis Gluaire, Civic Centre, Belmullet, Co.Mayo or by email to info@arasinisgluaire.ie.

We will aim to provide the relevant data within 14 days. The Data Controller will always ask to verify the identity of anyone making a subject access request before handing over any information.

Right of Rectification or Erasure

A person has a right to have their personal data corrected if inaccurate, or erased if they wish. If we no longer have a legitimate reason for retaining your data, it will be erased. Requests to rectify or erase data will be complied with within 40 calendar

days of the receipt of such a request. Requests can be made in writing, in person, or via email to The Manager, Áras Inis Gluaire, Civic Centre, Belmullet, Co.Mayo or by email to info@arasinisgluaire.ie.

Security

At Áras Inis Gluaire, we take our security responsibilities seriously, employing the most appropriate physical and technical measures, including staff training and awareness and these measures are regularly reviewed.

The security of your personal information is important to us, but no method of transmission or storage is 100% secure. While we strive to use every means to protect your Personal Information, we cannot guarantee its absolute security. Please read this document carefully to be fully aware of why and how we collect and store your personal data. Your use of our services will constitute our understanding of your legitimate interest, acknowledgment and consent to abide by and be bound by this Privacy Policy.

Accurate, Complete and Up-to-Date

Your data is only useful to us if it is accurate, complete and up-to-date. To this end, you will always be given the choice to update or unsubscribe via reply to any marketing or informational contact from us, by any means. If you have any queries or want to update your preferences, please do not hesitate to contact us by phone on 097 81079, or via our website. All of our data is reviewed annually for duplicates. Often customers may sign up online with more than one email, which may result in duplicate accounts, and as a result, multiple contact or updates with the same information. To remedy this, we annually delete and merge duplicate accounts. However, if you find that you have signed up for more than one account and wish to update your personal information please feel free to contact a member of staff at any time during the year.

Adequate, Relevant, Not Excessive

We do not hold more data than is necessary for the purpose for which we have collected it. Any data in excess of this requirement should either not be requested or, if volunteered, deleted. Áras Inis Gluaire will regularly review all data supplied/obtained and delete that which is not relevant, or which is no longer necessary. Retention Data should not be held for longer than is necessary for the purpose(s) for which they were obtained. Our data is primarily for updates,

communication about events and ticket allocation purposes. Card details are asked for at each transaction, even if you are a regular customer. These details are not stored in your data account at Áras Inis Gluaire. Data belonging to customers who have not used our services for a period of more than seven years have been safely deleted as of the date of release of this updated Policy. Customers wishing to renew their relationship with us after this period are most welcome to return and opt-in to our services again

Complaint Resolution

Any concerns or complaints relating to your Data Protection should be made by email, addressed to The Manager, Áras Inis Gluaire, Civic Centre, Belmullet, Co.Mayo or by email to info@arasinisgluaire.ie.

The Data Controller will endeavour to respond within 14 days and rectify any concerns you may have.

Contact Us

If you have any questions about this Privacy Policy, please contact us:
Tel: 097 - 81079 or via this website on www.arasinisgluaire.ie.