

PRIVACY & COOKIE STATEMENT

Welcome to The Epstein Theatre's privacy and Cookie statement, we know it's important to you how we use and manage the information that is gathered on you and aim to give you as much control and choice over this information as possible. Below you'll find a complete summary of The Epstein Theatre Limited's privacy policy.

This is intended to explain the ways we collect and use your information when you browse or engage with our Platform, purchase tickets to events at the theatre, purchase or engage with other goods or services that we offer or otherwise interact with us. We also explain the different rights you have over your information.

In this Privacy and Cookies Statement, when we refer to "you" and "your" we mean you, the person using the Platform or attending an Event or otherwise interacting with us.

Who are we?

The Epstein Theatre is operated by Theatrical Times Ltd. Our company number is 16260319. We are a company incorporated in England and Wales and our registered address is 15 Rothley Avenue, Southbeach Park Ainsdale, Southport, Merseyside, England, PR8 2SS

What information do we collect

Information that we collect directly at box office

When you purchase a ticket at our box office our staff will ask you to provide us with details required to fulfil your order in case of cancellation of a show or any other changes. This would include first name, surname, age, date of birth, postal address, email and phone number. These details will be kept on file until the show has been and gone in order for us to contact you with any updates on it should the need arise.

When you purchase a ticket the member of staff will also ask you if you would like to be added to our database, if so then your first name, surname, age, date of birth, postal address, phone number and email address will be added to our data base. If you decline this option then said details will be deleted after the event for which you purchased tickets has finished. We may also ask for any additional information or proof of identity upon purchase such as if you have any special requirements (ie are in a wheel chair and need disabled access seating) or for an NUS card if purchasing a discounted student ticket. This information would also be stored but is subject to the requirements outlined above.

Information that we collect indirectly

Communication

If you contact us either through our social media channels, or by phone or email then we may choose to store your details in order to be able to contact you and have a record of the conversation in order to help us process and deal with it.

IP addresses

When you browse our website, information about your visit is collected and stored in our web server logs. As you navigate through the site the server logs stores the details and contents you request and stores your IP address and the date and time of your page requests.

This information may be collected by a third-party analytics service provider on our behalf and/or may be collected using cookies. Further information on cookies can be found further below in the relevant section.

Email engagement & responses

We use a system called Dotmailer to automate all emails sent to customers promoting shows, offers and special presales and this system stores data on which campaigns you've engaged with via opening the email or clicking through the links embedded in it.

Social media and information you post online

For comments about the theatre or your experience here made in the public domain on third party social media accounts or review sites, we may store contact information about you or information on the nature of your comment in order for us to better deal with it. We are not in control of these third-party platforms, please refer to their privacy policy to discover how they use your information that is shared on their platforms.

What do we do with the information that we collect?

Customer Service Purposes

- To keep in contact with you should there be any changes to the event for which you've bought tickets such as cancellations, postponements or changes to the line-up.
- Manage your entry to events, inclusive of age and identification verification, or where applicable, other applicable information in relation to your ticket including health and membership of various groups such as The National Union of Students.
- To contact you for feedback on your experience both before, during and after the event here and to see if there's anyway that we can improve the experience of our customers here in the theatre.

Marketing

We may contact you for the purpose of marketing upcoming events at the theatre using the following channels:

- Direct Mail (Post)
- Electronic Direct Mail (Email)
- Telephone
- And/or SMS.

We will of course give you the option of choosing which channels we use to contact you for the purposes of marketing and allow you to fully customise these.

Legal purposes

We may use your information to enable us to enforce our legal rights, and/or to protect the rights, property or safety of our employees and/or other third parties.

Your information may be shared with

- Any other third parties where necessary to enforce our legal rights, or to protect the rights, property or safety of our employees or promoters, or where such disclosure is required by law.

Third party content, sites and contributors

Our website links through to the Spektrix website for the purposes of selling tickets via a white label system, as such our privacy policy does not fully cover any visit to the website that ends with a purchase of tickets. Please consult Spektrix's privacy policy <https://www.spektrix.com/en-gb/privacy> for a full breakdown of what exactly this would entail.

How we protect your information

We take every possible step both technologically and operationally to ensure that your data is kept safe and not vulnerable to exploitation or misuse. However digital transfers of information can never be 100% secure and as such we cannot completely guarantee the safety of your data.

How long do you keep my information?

We keep your information for as long as is necessary to provide you with your ticket and the services you have requested from and in order to enforce or defend our legal rights, or subjected to and in accordance with any legal obligations to which we may be subject to comply with.

Where do you store my information?

If we are to transfer your information to a country which is outside the European Economic Area (EEA), we'll guarantee that it is protected in agreement with our commitments under the relevant data protection laws. This includes, if necessary, putting in place an obligatory contractual arrangement with any beneficiaries of your information outside the EEA.

Your rights and choices over the information we hold about you

You have the following rights with regards to the information that we hold about you.

These rights can be exercised at any given time. You can:

- Ask us not to use your personal data for marketing purposes.
- Ask us to update and or correct any information that we hold about you that may be incorrect.
- Request access to the information that we hold about you.

To exercise these rights, please refer to the contact information contained within this policy.

Cookies

We may use cookies on our website to personalise our service to you. By doing this we can make sure that our website works as efficiently as possible for the duration of your visit and improve your overall experience when using the website.

A cookie is a small file that is placed on your computer when you visit a website to provide information to the owner of the site. Cookies identify your computer, not the individual user of your computer. We do not use cookies to gather any of your personal information.

We track the following two types of cookies:

Temporary cookie

- This cookie is used to track your "session". It is not stored after you quit your browser. Without this cookie you would have to log on each time you visit a new page.

Persistent Cookie

- This cookie is stored on your device. It provides you with preferences, settings and information for all your future visits to our website. In addition, this cookie can also be used to assess browsing behaviour.

Different types of cookies do different things, for example:

Absolutely necessary cookies

- This cookie is compulsory for the website to work properly.

Session Cookie

- This cookie is used to identify you and your actions for the duration of your visit to the site. It is only stored temporarily and once you close your browser, the cookie disappears.

Traffic Management Cookie

- This cookie is used to ensure the website operates smoothly, giving you the best possible experience by sharing our web traffic between multiple servers.

Cookie Options Cookie

- This cookie is used to save whether you agree to additional cookies being used, so that we can remember your privacy settings for your future visits to the site.

Managing cookies

You can manage website cookies via your browser settings. These settings can be changed at any time by accepting, rejecting, or deleting cookies however if you do choose to change your settings, certain functions and features may not perform as efficiently as possible.

Further information on how to disable and delete cookies in commonly used can be found below

- Mozilla Firefox – <https://support.mozilla.org/en-US/kb/delete-cookies-remove-info-websites-stored>
- Microsoft Internet Explorer – <https://support.microsoft.com/en-gb/help/278835/how-to-delete-cookie-files-in-internet-explorer>
- Google Chrome – <https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DDesktop&hl=en>
- Apple Safari – <https://support.apple.com/en-gb/HT201265>

To find out more about cookies, here are some useful resources that provide detailed information about types of cookies, how they are used, and how you can manage your cookie preference: <http://www.aboutcookies.org>.

The names of the cookies used by our website and the purposes for which these cookies are used are

Cookie Name	Purpose	Type	Duration
Adroll	Analytics Tracking	Third Party	Persistent
Facebook Pixel	Advertising Tracking	Third Party	Persistent
Google Analytics	Analytics Tracking	Third Party	Persistent
Google Adwords	Advertising Tracking	Third Party	Persistent
Twitter	Advertising Tracking	Third Party	Persistent

How to contact us

If you have any questions or would like to contact us about this Privacy and Cookies Policy, please do so at the following:

Address: The Epstein Theatre Hanover House, 85 Hanover Street Liverpool, L1 3DZ

Email: info@epsteinliverpool.com

Changes to this policy

We reserve the right to make changes to this Privacy and Cookies Policy from time to time. We will notify you of any changes by e-mail.

Last Modified: 28th March 2025

