**Privacy Policy**

Here at London Box Office we take your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us.

**Introduction**

This policy sets out how we collect, process and hold your personal data if you visit our website or otherwise provide personal data to us.

We are SARL BEST OF THEATRE of LE MANSLE - 16500 ANSAC SUR VIENNE - FRANCE, trading as LONDON BOX OFFICE. We are the data controller of your personal data.

London Box Office is responsible for the processing of your personal information in accordance with the Data Protection Act 1998, The Privacy and Electronic Communications Regulations (PECR) 2003 and The General Data Protection Regulation (GDPR) (EU) 2016/679.

This policy affects your legal rights and obligations so please read it carefully. If you have any questions, please [contact us](https://www.londonboxoffice.co.uk/contact).

**Personal data we collect**

We collect, process, store and use personal data when you book a ticket to an event including your name, phone number, address and email address together with payment information in order to facilitate your ticket booking with us.

We may also collect personal data that you give to us about other people if you register them to attend an event. You agree that you have notified any other person whose personal data that you provide to us of this privacy notice and, where necessary, obtained their consent so that we can lawfully process their personal data in accordance with this policy.

All personal data that you provide to us must be true, complete and accurate. If you provide us with inaccurate or false data, and we suspect or identify fraud, we will record this.

You do not need to provide us with any personal data to view our website. However, we may still collect the information set under the Data we automatically collect section of this policy, and marketing communications in accordance with the Marketing Communications section of this policy.

When you contact us by email or post, we may keep a record of the correspondence and we may also record any telephone call we have with you.

**Data we automatically collect**

When you visit our website, we, or third parties on our behalf, automatically collect and store information about your device and your activities. This information could include (a) your computer or other device's unique ID number; (b) technical information about your device such as type of device, web browser or operating system; (c) your preferences and settings such as time zone and language; and (d) statistical data about your browsing actions and patterns. We collect this information using cookies in accordance with the Cookie section of this policy and we use the information we collect on an anonymous basis to improve our website, the events and the services we provide, and for analytical and research purposes.

We also allow advertisers and advertising networks to collect information about your computer or mobile device, activities, and geographic location to enable them to display targeted ads to you and provide us with anonymous information about our users’ behaviour. Again, this takes place through the use of cookies in accordance with the Cookie policy.

**Marketing Communications**

If you opt in to receive marketing communications from us you consent to the processing of your data to send you such communications, which may include newsletters, blog posts, surveys and information about new events. We retain a record of your consent.

You can choose to no longer receive marketing communications by [contacting us](https://www.londonboxoffice.co.uk/contact) or clicking unsubscribe from a marketing email. If you do unsubscribe to marketing communications, it may take up to 5 business days for your new preferences to take effect. We shall therefore retain your personal data in our records for marketing purposes until you notify us that you no longer wish to receive marketing emails from us.

**Lawful processing of your personal data**

We will use your personal data in order to comply with our contractual obligation to supply to you the tickets to an event that you have booked, including to contact you with any information relating to the event, to deliver the event to you in accordance with any requests you make and that we agree to, and to deal with any questions, comments or complaints you have in relation to the event.

We may also use your personal data for our legitimate interests, including dealing with any customer services you require, enforcing the terms of any other agreement between us, for regulatory and legal purposes (for example anti-money laundering), for technical reasons, for audit purposes and to contact you about changes to this policy.

**Who do we share your data with?**

We may share your personal data with service providers, sub-contractors and agents that we may appoint to perform functions on our behalf and in accordance with our instructions, including payment providers, event ticketing providers, email communication providers, IT service providers, accountants, auditors and lawyers.

Under certain circumstances we may have to disclose your personal data under applicable laws and/or regulations, for example, as part of anti-money laundering processes or protect a third party's rights, property, or safety.

We may also share your personal data in connection with, or during negotiations of, any merger, sale of assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or into another company.

**Where we hold and process your personal data**

Some or all of your personal data may be stored or transferred outside of the European Union (the EU) for any reason, including for example, if our email server is located in a country outside the EU or if any of our service providers or their servers are based outside of the EU. We shall only transfer your personal data to organisations that have provided adequate safeguards in respect of your personal data.

**Cookies**

A cookie is a small text file containing a unique identification number that is transferred (through your browser) from a website to the hard drive of your computer. The cookie identifies your browser but will not let a website know any personal data about you, such as your name and/or address. These files are then used by websites to identify when users revisit that website.

Our website uses cookies so that we can recognise you when you return and personalise your settings and preferences. Most browsers are initially set up to accept cookies. You can change your browser settings either to notify you when you have received a cookie, or to refuse to accept cookies. Please note that our website may not operate efficiently if you refuse to accept cookies.

We also use Google Analytics to monitor how the website is used. Google Analytics collects information anonymously and generates reports detailing information such as the number of visits to the website, where visitors generally came from, how long they stayed on the website, and which pages they visited. Google Analytics places several persistent cookies on your computer's hard drive. These do not collect any personal data. If you do not agree to this you can disable persistent cookies in your browser. This will prevent Google Analytics from logging your visits. You can also opt-out permanently from Google Analytics – for ease of reference, a link to do this can be found on our [Cookie Policy page](https://www.londonboxoffice.co.uk/cookies).

To find out more about cookies, visit www.allaboutcookies.org, and if you wish to opt out of being tracked by Google Analytics across all websites visit http://tools.google.com/dlpage/gaoptout.

**Security**

We shall process your personal data in a manner that ensures appropriate security of personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures. All personal data is stored under physical, electronic and procedural monitoring and we are equipped with modern monitoring, technical and security mechanisms to provide the maximum possible security against unauthorised access or transfer, loss, destruction or misuse of the data.

All information you provide to us is stored on our secure servers. All payment transactions, all traffic between the user and our servers, all traffic between system components and where applicable, all traffic between our servers and our suppliers are encrypted using 2048 bit Secure Socket Layer (SSL).

However, you acknowledge that no system can be completely secure. Therefore, although we take these steps to secure your personal data, we do not promise that your personal data will always remain completely secure.

**Your rights**

You have the right to obtain from us a copy of the personal data that we hold for you, and to require us to correct errors in the personal data if it is inaccurate or incomplete. You also have the right at any time to require that we delete your personal data. To exercise these rights, or any other rights you may have under applicable laws, please [contact us](https://www.londonboxoffice.co.uk/contact).

Please note, we reserve the right to charge an administrative fee if your request is manifestly unfounded or excessive.

Our website may contain links to other sites of interest. Once you have used these links to leave our website, you should note that we do not have any control over that other site. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this policy. You should exercise caution and look at the privacy policy applicable to the site in question.

**Retention**

If you register with us, we shall retain your personal data until you close your account.

If you receive marketing communications from us, we shall retain your personal data until you opt out of receiving such communications.

If you have otherwise booked a ticket with us or contacted us with a question or comment, we shall retain your personal data for 2 years following such contact or after your chosen performance date to respond to any further queries you might have and/or process your ticket booking and fulfil any related administrative requirements, including financial auditing and fraud prevention. We will retain your name only in our system attached to the tickets you purchased after 2 years for reconciliation, legal, tax and accountancy purposes.

**General**

If any provision of this policy is held by a court of competent jurisdiction to be invalid or unenforceable, then such provision shall be construed, as nearly as possible, to reflect the intentions of the parties and all other provisions shall remain in full force and effect.

This policy shall be governed by and construed in accordance with the law of England and Wales, and you agree to submit to the exclusive jurisdiction of the English Courts.

We may change the terms of this policy from time to time. You are responsible for regularly reviewing this policy so that you are aware of any changes to it. If you continue to use our website after the time we state the changes will take effect, you will have accepted the changes.

**Last Revised Date**

This Privacy Policy was last updated on May 18th, 2018.

**Cookies Policy**

This page describes the cookies we use on londonboxoffice.co.uk (“Website”). These cookies have different functions and purposes, which are described below. You can turn cookies off using your browser settings, and also sometimes by visiting the site of the individual cookie provider. However, doing so may significantly affect the functionality of this Website. We therefore do not recommend turning cookies off when using our Website, for these reasons. Rather, if you do not accept the use of cookies for the purposes listed below, please do not use this site. You can also book tickets by phone – call us on the number provided at the top right of this page (or in the main menu for mobile users).

Your continued use of our Website after reading this Cookie Policy will therefore be taken as your agreement to the Processing of your Personal Data for those purposes detailed. Please see our [Privacy Policy](https://www.londonboxoffice.co.uk/privacy) for further information on the personal data we process.

**What are cookies?**

For almost any modern website to work properly, it needs to collect certain basic information on its users. To do this, a site will create small text files that are placed on a user’s computer, smartphone or other device. These cookies are designed to allow a website to recognise its users on subsequent visits, or to authorise other designated websites to recognise these users for a particular purpose.

Cookies do a lot of different jobs which make your experience of the Internet much smoother and more interactive including remembering the contents of your shopping basket and helping you navigate between pages more efficiently. They also help ensure that the advertisements that you see online are more relevant to you and your interests. Much, though not all, of the data that they collect is anonymous, though some of it is designed to detect browsing patterns and approximate geographical location to improve user experience.

**What types of cookie are there and which ones do we use?**

There are various types of cookie:

**Persistent cookies**remain on a user’s device for a set period of time specified in the cookie. They are activated each time that the user visits the Website that created that particular cookie.

**Session cookies**are temporary cookies which only exist during the time you use the Website (or more strictly, until you close the browser after using the Website). Session cookies help our Website remember what you chose on the previous page, avoiding the need to re-enter information.

**First Party cookies**are set on the domain you are currently visiting. For example, if you were on www.londonboxoffice.co.uk, the cookie would be set on the londonboxoffice.co.uk domain if using first party cookies.

**Third Party cookies**are set on any domain other than the domain currently being visited. For example, if you were visiting www.londonboxoffice.co.uk and the cookie was set on the feefo.com domain, that would be considered a third party cookie. Third-party cookies you encounter on our Website are likely to be analytical, performance or targeting cookies. These cookies are placed by the relevant third party and we have no control over these cookies (other than allowing them to be served).

Here is a breakdown of the cookies on our Website, what they are used for and the length of time they are active. Where possible we’ve also provided a link to the provider’s website where you can find their cookie policy and, in certain cases, details of how to opt out.

**FIRST PARTY COOKIES**

| **Name** | **Duration** | **Purpose** |
| --- | --- | --- |
| cookieue | 1 year | This cookie is only created to remember your choice when you have chosen to hide the cookie banner at the top of the Website. |
| lbo | Session | This cookie is used to monitor the booking process and stores the content of your shopping cart including the personal information you share with us. It also allows us to implement a/b testing, it stores the HTTP referer when available (the HTTP referer identifies the address of the webpage that linked to our Website) and the type of device you use, to help us improve your experience on the Website, and to help us detect fraudulent activities. It is deleted when you close the browser. |

**THIRD PARTY COOKIES**

| **Provider** | **Name** | **Duration** | **Purpose** |
| --- | --- | --- | --- |
| **Google Analytics** | \_ga | 2 years | These cookies are used to collect information about how visitors use our Website. We use the information to compile reports, detect errors, and to help us improve the website.  More information about Google Analytics privacy policy, privacy control, data confidentiality, and cookie use: https://support.google.com/analytics/answer/6004245?hl=en |
| \_gat | 1 minute |
| \_gid | 1 day |
| **Feefo.com** | sentisum\_session | 15 days | This cookie is anonymous and used to track uplift in consumer engagement.  More information about Feefo's privacy policy: https://www.feefo.com/business/gb\_en/privacy-policy |

**Controlling Cookies**

Most browsers accept cookies automatically, but you can alter the settings of your browser to erase cookies or prevent automatic acceptance if you prefer. Generally you have the option to see what cookies you’ve got and delete them individually, block third party cookies or cookies from particular sites, accept all cookies, to be notified when a cookie is issued or reject all cookies. Visit the ‘options’ or ‘preferences’ menu on your browser to change settings. To find out more about cookies, visit [www.allaboutcookies.org](http://www.allaboutcookies.org/), and if you wish to opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.