

Privacy Policy

What information do we collect?

We collect information from you when you register on our site, subscribe to our newsletter or fill out a form.

When ordering or registering on our site, as appropriate, you may be asked to enter your: name, e-mail address, mailing address or phone number. You may, however, visit our site anonymously.

Website browsing:

When you browse our website, we automatically receive your computer's internet protocol (IP) address. This provides us with information that helps us learn about your browser and operating system.

Event tickets:

When you order an event ticket from the Chantry Centre website, we collect the personal information you provide such as name, email address and phone number. We will not use personal data relating to you, which we hold at any time for any purpose other than in connection with your ticket order. Your details will be processed by Test Valley Borough Council and Jones Lang Lasalle Limited the Council's manager of The Chantry Centre.

Email marketing:

With your permission, we may send you emails about the Chantry Centre's news and events. We shall only send you marketing emails if you have explicitly given us your consent to do so. You can unsubscribe from marketing emails at any time. We use a third party service, Mailchimp Ltd, to send marketing newsletters and manage our mailing list. Mailchimp is a data processor only. You can access Mailchimp's privacy policy [here](#).

Customer service enquiries:

If you have contacted our customer services team by email, web form, phone, post or social media, the details you have provided will be stored by Test Valley Borough Council for as long as is necessary to provide support. All data will be stored on our UK-based servers and will never be shared with third parties.

Competition and Giveaway entries:

If you enter a giveaway on the Chantry Centre website, the details you provide (such as name and email address) will be stored for the duration of the giveaway and for a period of time after, as stated in the giveaway terms and conditions. Personal contact details will be used for internal report analysis and prize fulfilment only.

We use a third party service called Rafflecopter, to run online giveaways. Rafflecopter acts

as a data processor only and your personal contact details, such as name and email address will be removed from their systems once a giveaway has closed. You can read Rafflecopter's privacy policy [here](#).

What do we use your information for?

Any of the information we collect from you may be used in one of the following ways:

- To personalize your experience
(your information helps us to better respond to your individual needs)

- To improve our website
(we continually strive to improve our website offerings based on the information and feedback we receive from you)

- To improve customer service
(your information helps us to more effectively respond to your customer service requests and support needs)

- To administer a contest, promotion, survey, event booking or other site feature

- To send periodic emails

The email address you provide for order processing, will only be used to send you information and updates pertaining to your order.

How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you enter, submit, or access your personal information.

We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Database to be only accessed by those authorized with special access rights to our systems, and are required to keep the information confidential.

After a transaction, your private information (credit cards, social security numbers, financials, etc.) will not be stored on our servers. We use a third party payment provider called Squareup International Ltd. Square acts as a data processor only and will collect your data when you make a transaction through our website. You can read Square's Privacy Policy [here](#).

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

All of the third party suppliers used by Test Valley Borough Council will only collect, use and disclose your information to the extent necessary to allow them to deliver the services they provide to us.

Some third party providers have their own privacy policies which outline how they process data shared with them to fulfil services. For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.

Certain providers may be located in or have facilities that are located in a different country than either you or us.

Metric Feat LLC (Rafflecopter)

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WIX

Our website and online booking platform is hosted on WIX. WIX provide us with the online e-commerce platform that allows us to sell tickets for events. WIX acts as a data processor only, you can read WIX [privacy policy here](#).

Online Payments:

If you purchase tickets from our website for an event, we use a third party payment provider called Squareup International Ltd. Squareup International Ltd acts as a data

processor only and will collect your data when you make a transaction through our website. You can read Squareup International Ltd Privacy Policy [here](#). For more insight, you may also want to read Square's Terms of Service [here](#).

Marketing newsletters:

We use a third-party service called Mailchimp to send out our e-newsletter and administer our newsletter database. Information you submit when subscribing to our e-newsletter will be stored outside the European Economic Area on MailChimp's servers in the United States of America. To learn more about how Mailchimp stores your data, you can access Mailchimp's [privacy policy](#).

Third party links

Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

Your Consent

How to withdraw consent:

If you opt-in to receive marketing emails and you decide you no longer wish to receive them, you may unsubscribe and ask us to no longer store your personal information by contacting us at ccmarketing@testvalley.gov.uk or writing to us at:

Chantry Centre Marketing, CEX, Test Valley Borough Council, Beech Hurst, Weyhill Road, Andover SP10 3AJ.

If you wish to learn more about the data we hold about you, you can email us at ccmarketing@testvalley.gov.uk or write to us at:

Chantry Centre Marketing, CEX, Test Valley Borough Council, Beech Hurst, Weyhill Road, Andover SP10 3AJ.

Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on this page.

Contacting Us

If there are any questions regarding this privacy policy you may contact us using the information below.

ccmarketing@testvalley.gov.uk

<https://www.thechantrycentre.com/contact-us>