

Privacy Policy

We take your privacy seriously and want you to feel secure when disclosing personal data to us. This policy details information we store on customers and the privacy measures we have in place to protect your data.

What data we keep

The Lawrence Batley Theatre stores information on individuals relating to your purchase with us. This includes full name, address, email, telephone number and any further information relating to your purchase with us.

Where and how we keep it

We store all customer data on our box office system SRO. This is securely hosted by the provider SeatGeek. We are part of a ticketing consortium with Kirklees Town Halls and Huddersfield Contemporary Music Festival, therefore all customer data is shared between the three organisations.

How we process your data

If you have said yes to receiving communications from us we may pass your details to a mailing house or email provider so we can contact you directly. This will always be processed securely and only for the use of contacting you about our news and upcoming shows. If you have not said yes we may contact you with information communications about your visit, for example if a show is cancelled.

Preferences

You will have been asked if you would like to receive information from us at your time of purchase but you can also change your preferences at any time by logging on to your account online or calling the Box Office on 01484 430528.

Third Party Data

When booking with us we may ask you if you would like to hear from a specific company (for example Northern Ballet). If you consent your personal data will then be passed on to the third party company. Your data can only be passed securely on to the company you have opted to receive information from.

Right to Access

As our customer you have a right to request what personal data we hold on you and how we store it. To make a request please write to Marketing and Communications Manager, Lawrence Batley Theatre, Queen's Square, Queen Street, Huddersfield, HD1 2SP.

Your request will be completed within 28 days.

Right to be Forgotten

Individuals have the right to request to be forgotten. When this request is made we will remove all personal data from our records permanently.

To make a request please write to Marketing and Communications Manager, Lawrence Batley Theatre, Queen's Square, Queen Street, Huddersfield, HD1 2SP.

Your request will be completed within 28 days.