

Who we are?

Tron Theatre is a registered charity that receives public funding from various sources including our two biggest supporters Glasgow City Council and Creative Scotland to produce and receive theatre work in accordance with our Artistic Policy. The Tron have a commercial arm to help subsidise our work, Tron Catering Ltd. Tron Catering is a wholly owned subsidiary and gifts its profits to the Tron for investment in artistic programming, education and building maintenance.

Tron Catering's activities are fully covered by this Privacy Policy and Tron Theatre's dedication to protecting your privacy in relation to its use of any personal information collected.

When we refer to "we" or "our" or "us" or "the Tron" we are referring to Tron Theatre Ltd and Tron Catering Ltd.

What information will be collected about me?

When you participate with the Tron's activities or online content, such as newsletters, blogs, telephone or text, donate money, book tickets for a production or event, book a table for catering or create an account using one of the Tron's online registration systems we may receive personal information about you. This can consist of information such as your name, email address, postal address, telephone or mobile number or date of birth, depending on the activity.

By submitting your details, you agree to Tron Theatre (and where applicable, external venues that we work with) to provide you with the services, activities or online content you select.

Please note that sometimes we will require you to provide additional personal information, and sometimes sensitive personal information, for example, when signing up for our Tron Participation programme we will require medical information and emergency contact details. When we do this we will provide further information as to why we are collecting your information and how we will use it.

How will the information about me be used?

- To provide our services, activities or online content, to supply you with information about them and to deal with your requests and enquiries.
- For administration purposes, which means that the Tron may contact you for reasons related to the service, activity or online content you have signed up for. For example to provide you with password reminders or reset facilities, to discuss any changes or amendments to bookings, productions or events, to notify you that a particular service, activity or online content has been suspended for maintenance.
- Where we are offering personalised services via your My Account (e.g. memberships, offers, booking history, and card wallet) we may analyse the usage in order to provide feedback for improvements to our system providers.
- To contact you about a submission you have made to one of our projects, including but not limited to Open.Stage, Page to Stage, The Progressive Playwright and Tron 100 Club.
- To use IP addresses and device identifiers to identify the location of users, block disruptive use, establish the number of visits from around the country or world.
- For analysis and research purposes to improve the services offered by the Tron, apply for funding, influence programming and provide accurate statistical information about productions, events and catering.

When will I be contacted?

- When we receive any correspondence from you or any comment or complaint you make about Tron products or services
- When there is any change to a production, event or catering booking that you make with us.
- In relation to any contribution you have made to the Tron, e.g. voicemails, blogs etc.
- To invite you to participate in voluntary surveys about the Tron and its services.
- For marketing purposes, where you have agreed to this.

When going through our website, specific information about how the Tron will contact you in relation to services, activities or online content will be detailed there.

Will the Tron share my personal information?

In general we will keep your information confidential except where disclosure is required or permitted by law (for example to government bodies and law enforcement agencies). Although, the Tron do work with various external companies and venues and are often asked for information by these companies and venues to supply information for their mailing lists, this information will be provided in line with permissions provided by you in your customer account. When you book over the phone, in person or online, we will ask you if you would like to receive information from us and the theatre companies that you attend. We also ask if you would like to receive this information via post or email.

Note that if you agree to receive information from the companies you attend, this includes any companies producing performances at the Tron Theatre or another external venue where we act as the Box Office that you purchase tickets for.

You are free to sign up for as much or as little as you would like and we will never sell on your details to a third party organisation.

For other request types, the Tron will keep your information completely confidential, including not disclosing any private or sensitive data, when providing analytical reports or applying for funding. You must be aware that we use third parties to provide services on our behalf. For the purpose of transparency our ticketing & marketing system is provided by [Spektrix Ltd](#), our catering booking system is provided by [OpenTable](#) and our payment services are managed by [SagePay](#) and [First Data Merchant Solutions](#).

The Tron requires these third parties to comply strictly with its instructions and the Tron requires that they do not use your personal information for their own business purposes, unless you have explicitly consented to the use of your personal information in this way. This permission would be obtained separately from the standard permissions currently in place along with documentation stipulating the full details of the request.

We may ask that you sign-in via a third party service (e.g. Facebook) to interact with us. In such instances you will be presented with a dialog box which will ask for your permission to allow your personal information (e.g. your full name, date of birth) to be provided to the Tron. Please note that when signing-in via a third party, the Tron may receive more information than is required to provide you with the service(s) you have requested. In such circumstances, the Tron will not share this additional information with any other party, and will delete it immediately upon receipt. Whilst the Tron may endeavor to offer you an alternative option that will enable you to interact with us without using a third-party, this may not always be possible.

How long will my personal information be held for?

We will hold your personal information on our systems for as long as is necessary for the relevant activity. If you request that your account be deleted we will deactivate it on the database and, while the Tron cannot use the personal information, it will remain on the system for a period of 4 years for administration purposes before being fully deleted. During this time you can request for it to be reactivated at any point.

Where you contribute material to the Tron we will generally only keep your content for the duration of the project in which it was submitted. For example, we will only keep copies of scripts entered into The Progressive Playwright for the duration of the project. However other projects like Open Stage or Page to Stage, in which we commission the winning piece to develop it into a full scale production, we will contract the material for a longer period.

The Tron, as a publicly funded organisation, also has an obligation to keep a record of history which may include some User Generated Content i.e. content provided by the public. Therefore, some content submitted to, or shared with, the Tron may be retained for prolonged periods of time or potentially indefinitely in the Tron Archive. The Tron is part of an archive scheme ran by Glasgow University on Scottish Theatre and their productions, and after a period of one year items in relation to productions that have taken place at the Tron will be transferred to Glasgow University for digital archiving. Where possible, we will endeavor to inform you upfront or let you know at a later date whether we are likely to keep content indefinitely or pass it onto an approved historical archive.

No personal information on Tron Theatre customers or its suppliers will be sent for historical archiving.

Can I obtain a copy of the information that Tron Theatre holds for me?

Under the Data Protection Act you have the right to request a copy of the personal information the Tron holds about you (Subject Access Request) and to have any inaccuracies corrected. For Subject Access Requests we require you to prove your identity with 2 pieces of identification, one government approved photographic ID like, a passport, driving license and one proof of address like a utility bill. We will use reasonable efforts to supply, correct or delete personal information about you on our files.

Please address requests and questions about this or any other question about this Privacy Policy to the General Manager.

How can I change the permissions I've gave to Tron Theatre?

If you change your mind, and no longer wish to receive information from the Tron Theatre or the companies that you attend, please get in contact with our Box Office or log into "My Account" at Tron.co.uk. Should you solely wish e-bulletins to stop, please click the "Unsubscribe" link at the bottom of one of our e-bulletins.

If you no longer wish to receive information from another company, please contact them directly.

How is the Tron keeping informed on the current legislation and standards for Data Control?

The Tron is governed and/or registered with the following organisations to ensure we are doing everything we can to protect you and your information.

[Information Commissioner's Office](#)

[Payment Card Industry Data Security Standards Council](#) via [First Data Merchant Solutions](#)

We use third party systems to manage data and have ensured that they are fully compliant in PCI DSS and Data Protection. The companies we use to manage data are, [Spektrix Ltd](#), [OpenTable](#) and [SagePay](#). These companies are solely responsible for ensuring they are fully up to date and compliant, however the Tron receive regular updates on their compliance results to ensure they are being renewed and maintained.

Changes to our privacy policy

This Privacy Policy may be updated periodically, so you may wish to check it each time you submit personal information. We will endeavour to date the most recent revisions. If you do not agree with any changes, please do not continue to use or submit personal information to the Tron.

Contacting us about our privacy policy

All enquiries should be directed to the General Manager..