

## Waveney & Blyth Arts

### 1. Terms & Conditions – cancellations

### 2. Privacy Policy statement

#### Key

'We' refers to Waveney & Blyth Arts

'You' refers to the website user

---

## 1. Terms & Conditions

### Cancellations

#### *If you wish to cancel attendance at an event...*

1. In the first instance, **email us** via the enquires email address on our website footer **AND cancel your attendance online:**
2. Log into [www.waveneyandblytharts.com](http://www.waveneyandblytharts.com) and go to 'Members' > 'My Account'. On the 'My Account' page you will see 'Event Bookings'. Click the red calendar logo under 'Cancel' to cancel your attendance. The page will refresh and you will see a red circle with a cross in it to show you will no longer be attending and your ticket has been returned to us.

**If you have cancelled within 7 days** of the event taking place, you will not be refunded.

**If you have cancelled your attendance more than 7 days before** the event takes place, you will be fully refunded via the method of your original payment.

#### *If we cancel an event...*

In the event of Waveney & Blyth Arts cancelling event, you will be emailed for notification. You will be refunded in full via the method of your original payment.

---

## 2. Privacy Policy statement

This privacy policy will explain how Waveney & Blyth Arts uses the personal data we collect from you when you use our website. It discloses the privacy practices for [www.waveneyandblytharts.com](http://www.waveneyandblytharts.com). This privacy notice applies solely to information collected by this website. It will notify you of the following:

1. What personally identifiable information is collected from you through the website, how it is used and with whom it may be shared.
2. What choices are available to you regarding the use of your data.

*Adopted in November 2019; Last reviewed November 2019; To be review annually*

3. The security procedures in place to protect the misuse of your information.
4. How you can correct any inaccuracies in the information.

### **Information Collection, Use, and Sharing**

We are the sole owners of the information collected on this site. We only have access to/collect information that you voluntarily give us via email, on the website forms or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organisation, other than as necessary to fulfil your request, e.g. to post an order.

Unless you ask us not to, we may contact you via email in the future. This may include our weekly newsletters, to tell you about our AGMs or special events, or share information about local opportunities, or changes to this privacy policy.

### **Your Access to and Control Over Information**

You may opt out of any future contacts from us at any time. In the footer of every email we send out, there is an option to 'unsubscribe' or to check or change the information we hold.

Alternatively, you can do the following at any time by contacting us via the email address given on our website footer:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

### **Security**

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

Wherever we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a lock icon in the address bar and looking for "https" at the beginning of the address of the Web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only specific staff members who need the information to perform a specific job (for example, posting, emailing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

If you feel that we are not abiding by this privacy policy, you should contact us immediately via the contact information on our website footer.

*Adopted in November 2019; Last reviewed November 2019; To be review annually*