

**Exeter Visitor Information & Tickets (EVIT)  
& the Custom House Visitor Centre (CH) Box Office  
Privacy Notice**

### **How we use your personal information**

EVIT & CH act as ticket agents for numerous venues, music groups and various events throughout the year. If you have bought tickets directly from us for any event we will have a record of the details you gave us and the purchase information held either on file or on any box office system we have used.

We use your personal information so that we can issue tickets for events which you want to attend. The event managers may use this information to give you information before the event and to ask for your feedback afterwards. We or the event manager will only contact you if you have given us permission to do so unless we need to make you aware of important information such as the cancellation of an event you have purchased tickets for.

If you have asked to be kept informed about future events organised by a particular event manager either by post or email then your personal information will be used for this purpose. This will occasionally include other news from event managers and about events in Exeter which we think you might be interested in.

### **What we will do with it**

Your personal information will be held and used by EVIT, CH and the appropriate Event Manager. We will not share your information with anyone else without receiving your permission to do so.

If you have not given us permission to contact you we will still store your information to make booking easier and to generate a general view of booking behaviour, however, we will never share your data or send you marketing information.

In no circumstances will we ever sell or share your data to a third party for marketing purposes.

### **How long will we keep your information?**

We will keep your information for as long as we know that it is correct or until you ask us to dispose of it.

### **What will happen if you don't provide your personal information?**

If you buy tickets from us we need you to provide your name. You do not need to provide any other information but if you do not then we will be unable to keep you informed about the event you have booked for. If the event is subsequently cancelled or if the timings/content change we will not be able to let you know.

### **More information**

EVIT & CH are part of Exeter City Council. To see the council's full privacy notice or to find out about your rights go to [www.exeter.gov.uk/DataProtection](http://www.exeter.gov.uk/DataProtection).