



## **SING CITY CUSTOMER DATA PROTECTION POLICY**

Sing City is part of a larger group called TGC Leisure Limited, Company Number SC510974, Registered Office Chapelshade House, 78-84 Bell Street, Dundee, Scotland, DD1 1HN.

### **Purpose of this Policy**

On 25<sup>th</sup> May 2018 the UK Government implemented the General Data Protection Regulation (GDPR), this added to the prior Data Protection Act. In order to comply with the requirements of the GDPR and the Data Protection Acts also to promote openness in the use of Personal Data, we believe that we should tell you about how we use any data collected from you, how we protect it, how we will use it, how you can access it and how you can remove yourself from our database.

TGC Leisure Ltd is the Data Controller. The Data Controller is in charge of what data is collected, how it is stored, how it is used and who handles it. The Data Controller can be contacted at [data@tropicnavogue.com](mailto:data@tropicnavogue.com).

### **What Data is Collected**

We collect information from you either directly or by forms, both electronic and physical that you complete, that is collected when you buy a ticket to a show, join our newsletter, attend an event, visit our venues, engage with our social media or use our information or booking websites. In general this information may include but is not limited to your name, email address, postal address, date of birth, gender, phone number and the date you supplied information. If you have booked tickets for an event then we also hold the dates & information of such bookings.

### **How is your Data Stored**

Your data is transmitted and stored in an encrypted form on a server in the UK and is not moved or shared outside of the UK. The data is not held locally at the Club or location you attend in order to protect that data from physical theft. Some additional data is sourced from Google and Facebook where you have supplied it under the terms of their Privacy Statements

### **How is your Data Used**

We use your data to promote events to you that we think you may be interested in. The events we promote are only those that take place within TGC Leisure Ltd and are further sorted by postcode according to where you live and where our clubs are located. Occasionally we will run nationwide competitions. We do on occasion use a third party provider to send out our communication but we have strict terms of supply with them and they operate within the rules of our GDPR policy. The Data Controller makes regular checks on the compliance by the third party mailing organisation. We will only use direct mailing, email or SMS to send information to you. We do not share or sell data with or to any other parties.

### **Access Rights**

At any stage you have the right to ask what information we hold on you. You should make your request to the Data Controller at [data@tropicnavogue.com](mailto:data@tropicnavogue.com). You also have the right to 'be forgotten' and you should make that request to the data controller also. If you just wish to

unsubscribe from any of our particular venues mailing you can do that on the relevant website for that club or by following the information on that mailer.

**Complaints procedure**

Should we not match up to your expectation or should you find that we have operated outside the terms of this policy, please advise the Data Controller: [data@tropicnavogue.com](mailto:data@tropicnavogue.com) at anytime. The Data Controller will contact you to resolve the issue.