

Privacy Notice for Theatre Royal & Royal Concert Hall Access Requirement Register Scheme



**Nottingham City Council
Information Compliance**

**Service Area: Theatre Royal & Royal Concert Hall
Directorate:
PN-269**

11/2022

The **Theatre Royal & Royal Concert Hall** are part of Nottingham City Council, who are the data controllers for the personal data (or personal information) that we process about you. When we process personal information relating to you, we will only do so when it is necessary and where we have a lawful reason to do so.

We will use the information provided by you for a number of reasons, depending on the service or reasons for interacting with you. This includes:

- Processing your data when registering on the free Access Requirement Register to allow us to offer the best seats suitable for your access needs and offer free personal assistant tickets to those who meet the eligible criteria

When we process your personal information, we will comply with data protection legislation and enable you to exercise your rights contained within the legislation.

What personal information will the Council process?

The information that we collect about you to fulfil the purposes, objectives, or to deliver the services outlined above will relate to your: (this may include all, or some of the following, depending on the service).

- **Name, Address and Contact Details (which may include Telephone number and email address) of Disabled Person**

- **Relationship to the Disabled Person if a person booking tickets on their behalf (also Name, Address and contact as above)**
- **A photocopy or scan of documentation within the past 12 months**, (such as DLA, Attendance Allowance or PIP, Assistance Dog ID card, CredAbility ID card, Evidence that severely sight impaired) (this documentation is not retained by us after eligibility is confirmed)
- **If bringing a Personal Assistant to performances (if requesting a ticket for them)**

The information we process about you may include the following ‘special categories of personal data’:

- Physical or mental health – **details of access requirements which will often reveal or indicate details of disability or health information. (May also include details of contact preferences).**

Lawful basis for processing

The basis under which we use your personal information for these purposes is that this is **necessary for the performance of a task carried out in the public interest by the Council**. This is a result of the powers or duties contained in the **Equality Act 2010**.

The condition under which we process special categories of personal data is that such use is **necessary for reasons of substantial public interest (for equality of opportunity or treatment – Schedule 1 Part 2 Paragraph 8 of the DPA 2018)** and in accordance with the provisions of the UK General Data Protection Regulation and the Data Protection Act 2018.

Will my information be shared with other organisations or used for other purposes?

The Council will only share your personal information with other departments within the Council, and with other organisations when it is necessary to provide the services

to you, and when we have a lawful reason to do so. The Council may also share your information when we are obliged to by law.

In relation to this service, the Council may share your personal information with:

- Third party access providers, such as translators or audio descriptors
- Care homes, specialist schools or other bodies making group bookings on your behalf

The information may also be used for the purpose of any other function carried out by the Council. This may include sharing your information across the Council, or with external organisations. Information about these functions and the legal basis on which information is used for them can be found at <http://www.nottinghamcity.gov.uk/privacy-statement/> . The information will only be used for another purpose where it is lawful to do so.

Do I have to provide the information?

You **are not** obliged by statute or contract to provide the information that is specified here. However, if we were not able to process your personal data then we will be unable to offer you the best customers service relating to your access needs and certain discounts on tickets might not be able to be applied. Theatre Royal and Royal Concert Hall may be unable to provide the services you have requested from us if we have been unable to administer your Access Requirement Register Account. If you wish to enter into a contract with us for the purposes of free personal assistant tickets you need to provide this information.

How long will the Council retain the data for?

The information that you have provided will be kept for 3 years. After this time you can renew your application should you wish to remain on the Access Requirement Register.

You can request withdrawal from the scheme at any time and we will act on this as a request to stop processing your personal data. You can do this by emailing

trch.access@nottinghamcity.gov.uk. By doing so you will no longer be on the Access Requirement Register and this may impact discounts.

The Council publish an Information Asset Register (IAR), this will outline the retention periods for the personal data we process. You can find this IAR on our website <https://geoserver.nottinghamcity.gov.uk/information-asset-register/>

Information Rights

The UK General Data Protection Regulation provides for the following rights as prescribed by the legislation:

A right to request a copy of your information

A right to request rectification of inaccurate personal data

A right to request erasure of your data known as 'the right to be forgotten'

A right to in certain circumstances to request restriction of processing

A right in certain circumstances to request portability of your data to another provider

A right to object to processing of data in certain circumstances

A right regarding automated decision-making including profiling

However, Nottingham City Council can restrict the above rights in certain circumstances for example to avoid obstructing an investigation, avoid prejudicing the prevention, detection, investigation or prosecution of criminal penalties or to protect the rights and freedoms of others.

Data Protection Officer

You can contact the data protection officer at:

Loxley House,

Station Street,

Nottingham,

NG2 3NG

or at data.protectionofficer@nottinghamcity.gov.uk .

Information Commissioner's Office

The Information Commissioner's Office (ICO) website provides guidance on data protection and privacy matters, you can visit the website at www.ico.org.uk. You also have the right to complain to the ICO if you consider that the Council have processed your personal data incorrectly or that we have breached our obligations to you. You can contact the ICO at:

Wycliffe House,

Water Lane

Wilmslow,

Cheshire

SK95AF

www.ico.org.uk

Further Information

For more information about these rights please refer to our detailed privacy statement at <https://www.nottinghamcity.gov.uk/privacy-statement> .