



This privacy policy sets out how Huddersfield Literature Festival uses and protects any information that is provided when using the HLF website, participating in the Festival and purchasing tickets from us.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, please be assured that it will only be used in accordance with this privacy statement. Updates to our Policy may occur from time to time and will appear on this page.

Please check this page regularly to ensure that you are happy with any changes. This policy is effective from 20/05/18.

What We Collect -

We may collect the following information:

- name
- contact information, including email address and telephone number
- address and postcode, where necessary
- other information relevant to customer service, such as I.P address and ticket purchase

What we do with the information

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- To complete business transactions for the Festival
 - Provide Tickets for Events
 - To improve our products and services
 - To contact you if there are changes to events for which you have purchased tickets
- We may also use the email address you have provided to contact you inviting you to join our Enewsletter, this will contain updates about the Festival, special offers and other information which we think you may find interesting. We may also use this for market research purposes to help improve our events and services. Once subscribed, you can unsubscribe from this at any time using the link at the bottom of the Enewsletter.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click "**I consent to storage of my data according to the Privacy Policy**". This will indicate if you are happy for us to store your data.
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by managing your data through your account

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We work with a selection of organisations that may require we share your information to complete transactions or marketing activity, where ever possible these organisations are indicated and will have their own Privacy Policy. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

Under the General Data Protection Regulation (GDPR) you have a number of rights about the personal information that we hold about you. This includes:

- A right to request details of personal information which we hold about you

- A right to amend any data that we hold that may be incorrect or incomplete
- A right to be forgotten permanently

You can manage the personal information we hold about you via your Festival website account. If you would like a copy of the information we hold about you, or wish to be forgotten you can do this by emailing our Festival Secretary: office@huddlifest.org.uk

Volunteers

We only hold information provided by you. All personal information that you have provided for the purpose of your role as a volunteer will be kept in accordance with the General Data Protection Regulations 2018 and will be held securely, confidentially and for no longer than is necessary.

Your personal information will only be held for the purpose of managing your time as a volunteer and not shared with anyone other than with your consent or where there is a legal reason to do so.

All personal information that you have provided will be disposed of securely when no longer required.

You have the right to request a copy of the information we hold about you. To request this information please email festivalmanager@huddlifest.org.uk