



Privacy Notice

The Marco Players are committed to protecting and respecting your privacy. The Marco Players has developed this Privacy Notice in accordance with the requirements of the UK General Data Protection Regulation (GDPR) and Data Protection Act 2018. Our Secretary has overall responsibility for our data protection compliance, so is therefore our Data Protection Officer (DPO). This notice explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others, and your rights in relation to your personal data.

Our Contact regarding Data retention: info@themarcoplayers.net

Data protection law says that the personal data we hold on you must be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that have been explained to you, and not used in any way that is incompatible with those purposes.
- Relevant to the purposes that we've told you about, and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as is necessary for the purposes we have told you about.
- Kept and destroyed securely with appropriate measures to protect your personal data from loss, misuse, unauthorised access and disclosure.

How do we collect information about you?

We obtain information about you in the following circumstances:

- When you ask to receive our email newsletter.
- When you provide goods or services to The Marco Players.
- When you buy a ticket via Ticketsource.
- When you fill out a paper or online membership form.

What type of information is collected about you?

The personal information we collect might include your name, email address, postal address, IP address, telephone number, emergency contact and payment details.

The legal basis for processing your personal data are:

- That you have given your consent (e.g. when you request our newsletter).
- That it is necessary for the performance of a contract with you, or to take steps to enter into a contract (for instance ticket purchase).
- Because we have a legal obligation to do so.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone.

How is your information used?

We may use your information to:

- Send you various communications concerning The Marco Players and its management that may be of interest to you.
- Upkeep our membership database.
- Send marketing materials, where requested.
- Carry out any legal and other statutory obligations.

How long do we retain your information?

As mentioned in the 'Legitimate interests' above, the reason we collect your information is "because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone". To ensure a reasonable continuation of the services we provide and ease of communication with you, we will send you an invite every 3 years to update/confirm your details requiring a response. If we do not receive a response following this invitation, we will send one more reminder. If we still receive no response from you, we will completely delete all personal information we have for you, within 3 months of the initial invite. This is termed as our 'Retention Schedule'.

Who has access to your information?

- All current standing members of the Committee have access to our database.
- We will not sell or rent your information to third parties.
- We will not share your information with third parties for marketing purposes.
- We will not release your information to third parties unless we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

We may share your data with:

- A commercial provider who is contracted to publish or distribute our newsletter on our behalf, or to maintain our database software.
- A specialist provider of accounting software for the purposes of our own proper bookkeeping and accounting purposes.
- External companies dealing with publications on behalf of The Marco Players, including but not restricted to, programme printing etc.

All of the above instances are bearing in mind such third parties will have an obligation to put in place appropriate security measures, and will be responsible to you directly for the manner in which they process and protect your personal data.

How can you access and update your information?

The accuracy of your information is important to us. You can check the information we hold on you at any point by raising a Subject Access Request (SAR) via the email in the first section at the beginning of this notice. By law we must respond to you without undue delay and in any event within one month.

What are your rights?

1. Your right of access; You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.
2. Your right to rectification; You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
3. Your right to erasure; You have the right to ask us to delete your personal information.
4. Your right to restriction of processing; You have the right to ask us to limit how we can use your personal information.

5. Your right to object to processing; You have the right to object to the processing of your personal data.
6. Your right to data portability; You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.
7. Your right to withdraw consent; When we use consent as our lawful basis you have the right to withdraw your consent at any time.

If you have a complaint

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at point 1 of this privacy notice, or just approach one of our Committee members with your concern.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

This document was last updated: 12/05/2026

Thank you, The Marco Players