

ENGLISH TOURING OPERA

1) OUR PRINCIPLES

At ETO we respect your personal information. We recognise that when you choose to provide us with information about yourself, you trust us to act in a responsible manner. That's why we have put a policy in place to protect your personal information. This policy describes what we do with that information.

2) WHAT INFORMATION DO WE COLLECT?

ETO is the sole owner of the information collected on ETO's website.

We collect aggregate statistics about all customers, traffic patterns and related site information, but these statistics will include no personally identifying information.

You are not obliged to give us any personal information in order to use our website.

We collect some basic details from those who make a specific request for brochures or other general enquiries. This includes your name, address, title, gender, date of birth, telephone number, and email address. We may also ask some further, voluntary questions so we can gain a clearer understanding of our users exact requirements and preferences.

After fulfilling any specific request we will not contact you again (unless you have given us permission to do so) with any other information, although your details will be retained on our records for statistical purposes only.

COOKIES

Our website uses cookies. A cookie is a small file of letters and numbers that we put on your computer if you agree. These cookies allow us to distinguish you from other users of our website, which helps us to provide you with a good experience when you browse our website and also allows us to improve our site. The cookies we use are "analytical" cookies. They allow us to recognise and count the number of visitors and to see how visitors move around the site when they are using it. This helps us to improve the way our website works, for example by ensuring that users are finding what they are looking for easily. All cookie data we collect is anonymous. You can disable any cookies already stored on your computer but doing so may affect your visit to our website and may prevent certain pages from functioning properly. By using this site, you consent to our use of analytical cookies, which are detailed in the table below:

| COOKIE | DESCRIPTION |
|------------------|---|
| Cookie Header | In the header of each web page on this site you will see a message alerting you to our website terms and conditions (including our privacy and cookie policy). If you've seen this message once, you probably won't want to see it again. We use a cookie to remember this setting. User data is all anonymous. |
| Google Analytics | To understand how people use our site, and to discover areas on our site with issues, we use Google Analytics. Most websites use some sort of analytics program like this. The data it collects helps us see things like how many people visit our site, which country they are from, how many pages they visited, how fast our site loaded, and so on. All data collected is completely anonymous and does not identify you as an individual in any way. |
| Type of cookie | These cookies are encrypted and therefore only sent through https connections |

3) HOW DOES ETO PROTECT CUSTOMER INFORMATION?

UK Data Protection Legislation means we follow strict security procedures in the storage and disclosure of information that you have given us, to prevent unauthorised access.

a) We ensure that any personal information we keep is as accurate as possible. This may include using third parties to check and improve name and address data.

b) Under the Data Protection Act you may request details of personal information we hold about you. Please send such requests to English Touring Opera, 50 Britton Street, London EC1M 5UP attention ETO Marketing. If you believe that any information we hold about you is incorrect or incomplete, you should write without delay to ETO marketing at the same address. Any information, which is found to be incorrect, will be corrected promptly.

4) WILL ETO DISCLOSE THE INFORMATION IT COLLECTS TO OUTSIDE PARTIES?

ETO will not sell, trade or rent your personal information to others unless you have given us your permission. With your permission we will only share the information with carefully chosen, reputable and trustworthy third parties.

We may provide aggregate statistics about customers, traffic patterns and related site information to reputable third party vendors, but these statistics will include no personally identifying information.

5) REMOVAL FROM MAILING LISTS

You can always remove your name and contact details from our various email-lists and other lists. To do this, please contact ETO's Marketing Department. If you want to be removed from ETO's mailing list please send an email to admin@englishtouringopera.org.uk

6) COMMUNICATIONS FROM THE SITE

a) Special offers and updates

At several points throughout the site, you may be presented with an option to receive information on products, services, and special deals. Out of respect for the privacy of our users, we operate an 'opt-in' mailing list policy.

b) Unsubscribe Facility

All emails from ETO will include an 'unsubscribe' option allowing the recipient the opportunity to advise us that they no longer wish to receive any further messages from ETO.

7) IMPROVEMENTS

ETO is committed to improving the service and information we are able to provide our users. We are therefore continually seeking ways of improving and upgrading this website. With this in mind, we reserve the right to change the way this site operates and how we process information. However, we will continue to respect the privacy and preferences of all users of this website.

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9) All data collected from this website is intended for internal marketing purposes only by ETO. Information on what data is held can be obtained by contacting ETO.

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