Twickenham Studios will use its best endeavours to safeguard the privacy of its website visitors. This policy explains the website data processing practices of Twickenham Studios.

**WHAT INFORMATION DO WE COLLECT?**

We will collect personal details appropriate to the service you require. In some areas, this may simply mean registering your name, address and email details. Other on-line forms will require more information so that all the appropriate elements of your service request will be dealt with in a timely manner.

**WHAT DO WE USE PERSONAL INFORMATION FOR?**

There are various reasons that we need to collect personal data. For example, we may need to ask you for your contact details for correspondence purposes or to enable a transaction such as the buying of tickets. Similarly, we may need information in order to fulfil our statutory obligations and regulatory responsibilities. Subject to your agreement we may contact you to either provide information about new services that are coming on line, or get your feedback on how well we are performing. In any event we will only ever obtain information from you that is ‘fit for purpose’ and does not constitute an invasion of your privacy.

**ALLOWING YOUR DETAILS TO BE USED BY OTHERS**

Subject to your agreement we may when appropriate pass your details onto third party organisations which may need to handle your data on behalf of Twickenham Studios. This may be for the purposes of fundraising, market research or relevant marketing information. Twickenham Studios will not sell or give you data to another organisation. Subject to your agreement Twickenham Studios may send you relevant third party information on behalf of a third party.

**RIGHTS**

Please note that in agreeing to share these details you have not forfeited your rights as prescribed under the Data Protection Act 1998 and Twickenham Studios will continue to apply the same level of care to safeguard your privacy and use of your information across all our services.

**EMAIL MESSAGES**

You may receive occasional e-mail messages from Twickenham Studios on matters that we consider may be of interest to you, if you have provided your email address to us for this purpose.

**INFORMATION TO IMPROVE OUR SITE AND THE USE OF COOKIES**
The website uses Google Analytics to help analyse how users use the site. This analytical tool uses ‘cookies’, which are text files placed on your computer, to collect standard internet log information and visitor behaviour information in an anonymous form. The information generated by the cookie about your use of the website (including your IP address) is transmitted to Google. This information is then used to evaluate visitor’s use of the website and to compile statistical reports on website activity for Twickenham Studios.

Twickenham Studios will not (and will not allow any third party) to use the statistical analytics tool to track or to collect any personally identifiable information of visitors to our site. We will not associate any data gathered from this site with any personally identifying information from any source as part of our use of the Google statistical analytics tool. Google will not associate your IP address with any other data held by Google. Neither Twickenham Studios nor Google will link, or seek to link, an IP address with the identity of a computer user.

FURTHER INFORMATION ABOUT COOKIES

The Interactive Advertising Bureau (IAB) is an industry body that develops standards and guidelines to support online business processes. It has produced a series of web pages which explain how cookies work and how they can be managed.

DISABLING AND ENABLING COOKIES

You have the ability to accept or decline cookies by modifying the settings on your browser. The IAB site tells you how to remove cookies from your browser. This advice currently comprises the following steps (however please check the IAB site for the latest guidance).

If you are using Microsoft Windows Explorer:

- open ‘Windows Explorer’;
- click on the ‘Search’ button on the tool bar;
- type ‘cookie’ into the search box for ‘Folders and files’;
- select ‘My computer’ in the ‘Look in’ box;
- click ‘Search now’;
- double click on the folders that are found;
- select any cookie file; and then
- use the ‘Delete’ button on your keyboard to remove any cookies.

If you are not using Microsoft Windows Explorer, then you should select ‘cookies’ in the ‘Help’ function for information on where to find your cookie folder.

LINKS TO OTHER SITES

This privacy policy does not cover the links within this site linking to other sites.