

## **Cork International Film Festival**

### **Privacy Policy**

#### **1.1 About**

At Cork International Film Festival, we respect your privacy and protect all personal information you provide when buying tickets or signing up to our mailing list. The information you provide will be used only by ourselves to deliver services and to keep you informed with news and future events. We do not share your information with third parties. When you purchase tickets to Cork International Film Festival events, or sign up to our mailing list, you trust us with your information. This Privacy policy is meant to help you understand what data we collect, why we collect it, and what we do with it.

Information that we collect:

#### **a) Ticketing Data**

When you purchase tickets, gift vouchers, merchandise or membership through our online box office or in-person at our Festival Box Office, your name, email, phone number, and address data number will be stored by our ticketing partner, Eventive.

#### **b) Online Data**

When you book tickets online, data is shared between Cork International Film Festival, Eventive (ticketing platform), Stripe (payment gateways) in order to process the transaction. Where patrons have opted to provide their details for mailings, data will be shared with Mailchimp (our email partner). Eventive acts as a data processor on behalf of Cork International Film Festival. The same security measures are applied and/or checked for any other third party platforms handling data.

Eventive, Stripe, Mailchimp and Cork International Film Festival have implemented appropriate technological measures to protect against accidental loss, destruction, damage, alteration or disclosure.

For more information, please see their privacy notices here:

- [Eventive](#)
- [Mailchimp](#)
- [Stripe](#)

#### **c) Website Cookies**

When someone visits our website (corkfilmfest.org) we use a number of third party services to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site, types of devices used, and length of time spent on pages.

### **i) Disabling Cookies**

You can prevent the setting of cookies by adjusting the settings on your browser. Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies may result in the disabling of certain functionality and features on our website.

## **1.2 Record Retention Periods**

Cork International Film Festival has the following data retention periods in place:

- Customer data on Eventive is removed after 3 years of inactivity.
- Customer data on Mailchimp is removed after 3 years of inactivity.
- All other records such as financial, personnel, or recruitment related are destroyed up to every 7 years

## **1.3 Mailing Lists**

When you sign up for our mailing list, either at the time of booking or separately through our sign up form, we collect personal information. We use that information for a couple of reasons: to share information such as news about Cork International Film Festival and related events; to contact you if we need to obtain or provide additional information; to check our records are correct and to check every now and then that you are happy to be a subscriber. Mailchimp also helps us monitor and improve our marketing but gathering statistics around email opening and clicks using industry standard technologies.. You can unsubscribe at any time by clicking the unsubscribe link at the bottom of any of our emails or by emailing our Acting Data Protection officer at [admin@corkfilmfest.org](mailto:admin@corkfilmfest.org).

## **1.4 Changes to our Privacy Policy**

We may review and update this policy. This version was adopted on 30/06/2021.

## **1.5 Access to your Personal Information**

You are entitled to view, amend or delete the personal information that we hold. Email your request to our Acting Data Protection Officer: [dataprotection@corkfilmfest.org](mailto:dataprotection@corkfilmfest.org)

If at any point, you wish to be removed from our database, please do not hesitate to contact us on [admin@corkfilmfest.org](mailto:admin@corkfilmfest.org)