

Website Data Policy Notice

Effective Date: 24/03/2025

1. Introduction

Welcome to The Audlem Music & Arts Festival website. We are committed to protecting your personal data and privacy.

This Data Policy Notice explains how we collect, use, disclose, and safeguard your information when you visit our website audlemfestival.live, including any other media forms, media channels, mobile websites, or mobile applications related or connected thereto (collectively, the "Site").

2. Information We Collect.

2.1 Personal Data

We may collect personally identifiable information, such as your name, email address, telephone number, and billing/shipping address when you voluntarily provide it to us. This includes when you register for an account, make a purchase, or contact us with inquiries.

2.2 Derivative Data

Our servers automatically collect certain information when you access the Site, such as your IP address, browser type, operating system, access times, and the pages you viewed before and after accessing the Site.

2.3 Financial Data

We do not collect or store financial information such as credit card details or bank account numbers. All payments, including monthly lottery ticket purchases and one-off ticket purchases, are securely processed through WIX Payment Plans and Stripe.

Your financial information is handled in accordance with their respective security and privacy policies.

Users can manage, update, or cancel their payment details at any time via their private Members Area on the Site.

2.4 Mobile Device Data

We may collect device information, such as your mobile device ID, model, manufacturer, and location data if you access the Site from a mobile device.

3. Use of Your Information

We may use the information we collect from you to:

- Create and manage your account.
- Process and manage purchases, including one-off ticket purchases and subscription-based payments.
- Send notifications regarding your account or transactions.
- Provide customer support.
- Improve the efficiency and functionality of the Site.
- Deliver targeted content, promotions, and offers.
- Monitor and analyse usage trends.
- Notify you of updates to the Site.
- Offer new products, services, and recommendations.
- Comply with legal and regulatory obligations.

4. Disclosure of Your Information

4.1 By Law or to Protect Rights

We may share information if we believe it is necessary to respond to legal processes, enforce our policies, or protect the rights, property, and safety of others.

4.2 Third-Party Service Providers

We may share your information with third-party service providers that perform services on our behalf, such as payment processing (WIX & Stripe), email delivery, website hosting, customer service, and analytics.

5. Security of Your Information

We implement administrative, technical, and physical security measures to protect your personal data. However, while we strive to use commercially acceptable means to protect your information, no security measures are completely infallible.

6. Your Rights

Depending on your location, you may have the following rights regarding your personal data:

- Right to Access – You can request copies of your personal data.
- Right to Rectification – You can request corrections to inaccurate or incomplete information.
- Right to Deletion – You can request that we erase your personal data, subject to legal obligations.
- Right to Restrict Processing – You can request that we limit how we use your data.
- Right to Data Portability – You can request a copy of your data in a structured, commonly used format.
- Right to Object – You can object to how we use your data, including direct marketing.

7. Managing Your Information

Users have full control over their personal and payment details through their private Members Area on the Site. You can:

- Update or change your personal details.
- Manage, update, or cancel your payment plans.
- View your subscription history.

7.1 Lottery Subscription Plans

- Recurring payments for lottery subscriptions are securely processed and managed by WIX and Stripe.
- Users can cancel their subscription at any time through their Members Area.
- One-off ticket purchases are handled separately via checkout and appear within the Members Area.

8. Changes to This Policy

We may update this policy from time to time. Any changes will be posted on this page with an updated Effective Date.

We encourage you to review this policy periodically to stay informed.

9. Contact Us

If you have any questions about this Data Policy Notice, please contact us at:
Audlem Music & Arts Festival

Email: lottery@audlemfestival.live

Website: audlemfestival.live