

# The Jesters Comedy Club

## Privacy Policy

*Last updated: March 2026*

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### 1. Who We Are

The Jesters Comedy Club is operated by Sam Hawkins, based in The Jesters Comedy Club, 17 Alfred St, Bath, BA1 2QU. We are the data controller responsible for your personal information.

If you have any questions about this policy or how we handle your data, please contact us at:

#### **The Jesters Comedy Club**

The Jesters Comedy Club, 17 Alfred St, Bath, BA1 2QU

Email: [Hello@thejesterscomedyclub.com](mailto:Hello@thejesterscomedyclub.com)

Website: [thejesterscomedyclub.com](http://thejesterscomedyclub.com)

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### 2. What Personal Data We Collect

We may collect and process the following types of personal data:

#### **When you book tickets or register for an event:**

- Full name
- Email address
- Phone number (if provided)
- Payment information (processed securely via third-party providers)
- Booking history and preferences

#### **When you contact us or sign up to our mailing list:**

- Name and email address
- The content of any communications you send us

#### **When you visit our website:**

- IP address and browser type
- Pages visited and time spent on site
- Cookies and similar tracking data (see Section 8)

#### **For performers and industry contacts:**

- Name, stage name, and contact details
  - Performance history and booking records
  - Bank details for payment purposes (stored securely)
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### **3. Our Legal Basis for Processing Your Data**

Under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, we process your personal data on the following legal bases:

- Contract: To fulfil a booking or ticket purchase you have made with us.
  - Legitimate interests: To administer and run our events, maintain performer records, and protect our business.
  - Consent: To send you marketing emails or newsletters. You may withdraw consent at any time.
  - Legal obligation: Where we are required to process data to comply with a legal requirement.
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### **4. How We Use Your Personal Data**

We use your personal data to:

- Process and manage ticket bookings and event registrations
  - Send booking confirmations, event reminders, and relevant updates
  - Contact you about changes or cancellations to events you have booked
  - Send you marketing communications about upcoming shows and events (where you have consented)
  - Manage relationships with performers, hosts, and industry contacts
  - Process payments and maintain financial records
  - Improve our website and services
  - Comply with legal and regulatory obligations
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### **5. Who We Share Your Data With**

We do not sell your personal data. We may share your data with trusted third parties only where necessary:

- Ticketing and payment platforms (e.g. Eventbrite, Stripe, PayPal) to process bookings and payments
- Email marketing platforms (e.g. Mailchimp) to send newsletters and event communications
- IT and website service providers who support our operations
- Legal or regulatory authorities where we are required to do so by law

All third-party providers are required to handle your data securely and in accordance with UK data protection law.

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### **6. How Long We Retain Your Data**

We will only keep your personal data for as long as is necessary for the purposes set out in this policy:

- Booking and transaction records are retained for 7 years in line with HMRC financial record-keeping requirements.
- Marketing contact lists are retained until you unsubscribe or ask us to remove you.
- General correspondence is retained for up to 2 years.

- Performer and contractor records are retained for the duration of our working relationship plus 7 years.
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## 7. Your Rights Under UK GDPR

You have the following rights regarding your personal data:

- Right of access – you can request a copy of the personal data we hold about you.
- Right to rectification – you can ask us to correct inaccurate or incomplete data.
- Right to erasure – you can ask us to delete your data in certain circumstances.
- Right to restrict processing – you can ask us to limit how we use your data.
- Right to data portability – you can ask for your data in a structured, machine-readable format.
- Right to object – you can object to us processing your data for direct marketing purposes at any time.
- Right to withdraw consent – where processing is based on consent, you may withdraw it at any time without affecting the lawfulness of prior processing.

To exercise any of these rights, please contact us at the details listed in Section 1. We will respond within 30 days. There is no charge for making a request.

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## 8. Cookies

Our website uses cookies to improve your experience and help us understand how people use our site. Cookies are small text files stored on your device.

We use the following types of cookies:

- Essential cookies: Required for the website to function correctly.
- Analytics cookies: Help us understand how visitors interact with our site (e.g. Google Analytics).
- Marketing cookies: Used to deliver relevant advertising, where applicable.

You can manage or disable cookies through your browser settings at any time. Please note that disabling some cookies may affect the functionality of our website.

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## 9. Data Security

We take the security of your personal data seriously. We use appropriate technical and organisational measures to protect your information against unauthorised access, accidental loss, or destruction.

Payment data is always processed through secure, PCI-DSS compliant third-party providers. We do not store full card details on our systems.

While we take all reasonable steps to protect your data, no method of transmission over the internet is completely secure. If you believe your data has been compromised, please contact us immediately.

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## 10. Links to Other Websites

Our website may contain links to third-party websites, including ticketing platforms and social media. This privacy policy applies only to The Jesters Comedy Club. We are not responsible for the privacy practices of any third-party websites and encourage you to read their policies before submitting personal information.

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## 11. Children

Our events are primarily intended for adults aged 18 and over. We do not knowingly collect personal data from individuals under the age of 16. If you believe we have inadvertently collected data from a minor, please contact us and we will delete it promptly.

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## 12. Changes to This Policy

We may update this privacy policy from time to time to reflect changes in our practices or legal requirements. The most current version will always be available on our website, and the date at the top of this document will be updated accordingly.

We encourage you to review this policy periodically.

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## 13. How to Complain

If you have concerns about how we handle your personal data, please contact us in the first instance and we will do our best to resolve the issue.

You also have the right to lodge a complaint with the UK's data protection regulator, the Information Commissioner's Office (ICO):

### **Information Commissioner's Office**

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Tel: 0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)

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*This policy was prepared in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.*