

Please ensure you have been provided our ([general privacy notice](#)) for a form collecting personal information. You can also see our ([privacy statement](#)) on our website for further details on how we collect, use, share and store personal information.

Specific processing purpose and legal basis, etc: Ticket purchase



(controller) who we are:

Glasgow Life, the operating name of Culture and Sport Glasgow, is the controller of personal information collected by us that is necessary for our processing purposes.

See [contact us](#) for details of our data protection officer.



specific (purposes) why do we need your personal information and what do we do with it?

- 1) You are giving us your personal information to register as a Glasgow Life customer letting you purchase tickets for our events by creating your own account. We will ask you to provide personal information such as;
 - a. First name and last name
 - b. Address
 - c. Mobile and/or Telephone contact
 - d. Email address (if applicable)

We need this personal information along with your billing information in order to process your financial transactions and dispatch your tickets. Glasgow Life works with trusted third party payment processing providers in order to securely take and manage your payments.

- 2) To receive personalised marketing communications.
- 3) Data share with our resident orchestras, where you have purchased tickets for their events. The resident orchestras are
 - Royal Scottish National Orchestra (RSNO)
 - BBC Scottish Symphony Orchestra (BBC SSO)
 - Scottish Chamber Orchestra (SCO)



specific (legal basis) for using your information: Processing your personal information is:

- (1) Necessary for the **performance of a contract**
- (2) Marketing preferences require your **opt-in consent** (you can withdraw at any time)
- (3) Resident orchestras require your **opt-in consent** (you can withdraw at any time)

You can see how **your rights** are implemented for each **legal basis** used

www.glasgowlife.org.uk/privacy-rights



(more information):

You can find more details for Purchasing a Ticket on our [Purchase Policy](#) and more information about how we handle your personal information at: [Glasgow Life Privacy Statement](#)

If you need help in another format e.g. large print, braille or audio, please ask a member of staff, contact us or visit: www.glasgowlife.org.uk/accessibility



(contact us):

You can contact our data protection officer about any data protection matter by post at this address: c/o Data Protection, GCC, City Chambers, George Square, Glasgow G2 1DU, United Kingdom; by email at: dataprotection@glasgow.gov.uk; and by telephone on: 0141 287 1055.