**Glasgow Life Specific Privacy Notice:
World Athletics Indoor Championships Glasgow 24 -**

**Glasgow Life Tickets registration and ticket purchase**

**Version 2, 17 January 2024**

Glasgow Life is a charity that delivers cultural, sporting and learning activities on behalf of Glasgow City Council, the local authority established under the Local Government etc. (Scotland) Act 1994. The World Athletics Indoor Championships Glasgow 24 ticketing operation is managed by Glasgow Life under the sub-brand name Glasgow Life Tickets.

This is a privacy notice about how Glasgow Life uses your information when you buy tickets or sign up for the World Athletics Indoor Championships Glasgow 24 event. You should also read Glasgow Life’s general privacy notice and other related privacy notices - see more information below.

When you buy tickets, you also agree to follow World Athletics rules for the Glasgow 24 event. If UK Athletics (UKA) or World Athletics (WA) receive your information with your consent, they will use it according to their own privacy policies (see more information).

When you book or purchase tickets for other events and performances on our Glasgow Life Tickets system - not related to the World Athletics Indoor Championships Glasgow 24 event - the specific privacy notice for Glasgow Life Tickets will apply along with the Glasgow Life tickets purchase terms and conditions.

**Why do we need your personal information and what do we do with it?**

We collect the following personal data from you: Your name, email address, phone number, postal address, and payment details when you purchase tickets.

We need your personal information to let you buy tickets for the World Athletics Indoor Championships Glasgow 24 event or for other ticketed events on Glasgow Life Tickets. We also need your contact details to deliver your tickets or may contact you about your purchase, the event, or respond to your enquiries.

If you do not already have an account on Glasgow Life Tickets, you will need to create an account to purchase any tickets for this event.

If you agree, we will also tell you about future athletics events from UKA/WA or send you information about other Glasgow Life services that you have selected an interest in, such as our weekly e-news or information on the Celtic connections festival. If you agree to share your data with UKA and WA, we will send them your name, contact details and ticket purchase information safely and securely.

We also use your information to verify your identity where required, to contact you, and to maintain our records.

**What is our legal basis for using your personal data?**

We use your personal data for the following legal bases:

* To perform a contract with you or take steps at your request before entering into a contract. This applies when we process your order, deliver your tickets, provide customer service, or handle refunds.
* To comply with a legal obligation. This applies when we need to keep records for tax, accounting, or auditing purposes, or when we need to disclose your personal data to authorities or regulators.
* To obtain your consent. This applies when we send you marketing communications or use cookies on our website, or where you agree to your personal data being shared with UKA/WA. You can withdraw your consent at any time by contacting us or using the opt-out options provided.

Please note where your data has already been shared with your agreement to UKA/WA, you should contact UKA/WA to exercise any of your data protection rights directly with them. Please see more information for contact details of UKA and WA.

**Where has your personal information come from?**

Personal data will be submitted by you at time of registration and booking of tickets to the World Athletics Indoor Championships Glasgow 24. Before you can purchase any tickets, you need to create an account if you are not registered on our Glasgow Life Tickets system. You are responsible for ensuring that your personal information, including your contact details is up-to-date and accurate.

**Who we will share your personal data with:**

We are legally obliged to safeguard public funds, so we are required to verify and check your details internally for fraud prevention. We may share this information with other public bodies (and receive information from these other bodies) for fraud checking purposes.

We are also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this.  We will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate.  Your information is also analysed internally to help us improve our services. This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website.

We will use your personal data with staff working on the World Athletics Indoor Championships Glasgow 24 event and the following external organisations who are involved with the delivery of the World Athletics Indoor Championships Glasgow 24.

* The suppliers of services that host the ticketing system and payment services provider
	+ Tessitura Network UK Ltd, our online ticket booking system
	+ Windcave Ltd Australia, who process your payments securely and in accordance with the Payment Card Industry Data Security Standard (PCI DSS).
* UK Athletics and World Athletics sports governing bodies
	+ Where you provide consent to us sharing your personal data for their marketing purposes; or
	+ Where it is anonymised for statistical reporting purposes

Your information is also analysed internally to improve our services and will be anonymised where any reporting is undertaken.

**Payment services**

A payment card or direct debit instruction can be presented by a user, to a payment processing service or device which we subscribe to. We do not process the card number details directly but do store bank account details where you have requested that we collect payment by direct debit. For one-off card payments on behalf of a cardholder, our staff may occasionally enter payment card details into a payment processing service or device. If our staff enter cardholder details on behalf of the user, it is entered only as instructed and not recorded or stored in any permanent form.

**International transfers**

Glasgow Life may transfer your personal data outside the UK when you use our payment services as part of a ticket or with your consent when expressing interest in events that involve UKA/WA and their partners.

We only transfer your data outside the UK if you have given us your explicit consent or if it is necessary for the performance of a contract you have with us or them. These countries may have different data protection laws than the UK. We make sure that your data is protected by using UK approved legal safeguards.

We will always respect your privacy and security when we transfer your data abroad.

**How long do we keep your information for?**

We only keep your personal information for the minimum period amount of time necessary.

You can close your ticketing account at any time, but we will retain your data in accordance with our retention schedule available at: [www.glasgowlife.org.uk/rrs](https://www.glasgowlife.org.uk/rrs). The default period for financial data is 6 years.

**Your rights under data protection law:**

* **Access to your information** – you have the right to request a copy of the personal information that we hold about you.
* **Correcting your information** – we want to make sure that your personal information is accurate, complete and up to date. Therefore you may ask us to correct any personal information about you that you believe does not meet these standards.
* **Deletion of your information** – you have the right to ask us to delete personal information about you where:
	+ you think that we no longer need to hold the information for the purposes for which it was originally obtained
	+ we are using that information with your consent and you have withdrawn your consent – see Withdrawing consent to using your information
	+ you have a genuine objection to our use of your personal information – see Objecting to how we may use your information below
	+ our use of your personal information is contrary to law or our other legal obligations.
* **Objecting to how we may use your information** – You have the right at any time to tell us to stop using your personal information for direct marketing purposes.
* **Restricting how we may use your information** – in some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information that we hold about you or we are assessing the objection you have made to our use of your information. This right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is realistically applied will mean that we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.
* **Withdrawing consent using your information** – Where we use your personal information with your consent you may withdraw that consent at any time and Glasgow Life will stop using your personal information for the purpose(s) for which consent was given.

Please contact us as stated below if you wish to exercise any of these rights.

**How to contact us**

If you have any questions or concerns about WIC Glasgow 24, please contact WIC Glasgow 24 team by email to: wicglasgow24@glasgowlife.org.uk.

You can contact Glasgow Life Tickets by:

* Emailing us at box\_office\_enquiries@glasgowlife.org.uk (*note has underscores:* *box\_office\_enquiries*)
* Calling us at +44 (0)141 353 8000 Monday to Saturday from 09:00 – 17:00
* Visiting us at the Glasgow Royal Concert Hall Monday to Saturday 10:00 – 17:00, subject to change on public holidays

Our box office contact details are also listed on our website ([www.glasgowlife.org.uk/tickets](https://www.glasgowlife.org.uk/tickets)) and on our tickets.

You can contact our data protection officer about any data protection matter. Please see [www.glasgowlife.org.uk/privacy](http://www.glasgowlife.org.uk/privacy) for details.

**Complaints or queries**

We aim to resolve all complaints but if you have any concerns about the way Glasgow Life processes your personal information, you have the right to complain to the Information Commissioner’s Office whose contact details are at: [www.ico.org.uk](http://www.ico.org.uk).

**More information**

* You can find information on our ticket purchase policy at: [www.glasgowlife.org.uk/whats-on/glasgow-life-tickets/glasgow-life-ticket-purchase-policy](https://www.glasgowlife.org.uk/whats-on/glasgow-life-tickets/glasgow-life-ticket-purchase-policy)
* For privacy information for UK Athletics visit: [www.uka.org.uk](https://www.uka.org.uk/) (or contact: dpo@uka.org.uk) and for World Athletics privacy information and terms and conditions visit: [www.worldathletics.org](http://www.worldathletics.org) (or contact: dataprotection@worldathletics.org)
	+ To learn more about how we handle your personal information, please visit: [www.glasgowlife.org.uk/privacy](https://www.glasgowlife.org.uk/privacy)
		- there you will find our full Privacy Statement, our General Privacy Notice, our Website Privacy and Cookie policies, our Records Retention Schedule, our Information Use and Privacy Policy, and other privacy notices specific to our services and interactions with you or about you.
	+ You can also see a summary of your rights and how we implement them for each legal basis we use at [www.glasgowlife.org.uk/privacy-rights](https://www.glasgowlife.org.uk/privacy-rights)
		- if you want to exercise any of your rights or request hard copies of our privacy information, please contact us.
	+ If you need help in another format, such as large print, braille or audio, please ask a staff member, contact us or visit: [www.glasgowlife.org.uk/accessibility](https://www.glasgowlife.org.uk/accessibility)