



Privacy Policy

Last Updated: February 14, 2020

Harbourfront Theatre is committed to protecting your personally identifiable information both at Box Office and online at harbourfronttheatre.com.

I. Who You Can Contact about This

Questions or concerns regarding Harbourfront Theatre's Privacy Policy can be directed to the Executive Director either by phone, email, or mail. (See our contact page for current contact details.)

II. What Info We Collect & Why

Personal information that patrons may be asked to provide to Harbourfront Theatre can include the following:

- Preferred first and last name
- Contact information (address, email, & phone number)
- Age or age group
- Professional & personal relationships, affiliations, & activities relevant to services offered by Harbourfront Theatre.
- Special accommodations requested by patron
- Preferences related to performances, communications, seating, and donations
- Credit card information (stored only with patron permission)
- Patron & donor communications such as written or verbal feedback.

Harbourfront Theatre may ask patrons to provide personal information for the following purposes:

- To verify patron identity
- To deliver requested products and services
- To provide patrons with theatre and event/performance information
- To ensure those eligible for certain benefits (such as discounts based on membership or age) receive their full benefits
- To notify tickets holders if an event changes (date or time) or is cancelled
- To comply with security regulations based upon reducing fraud in credit card purchases
- To establish patron demographical reports for fundraising or marketing purposes
- To better serve the theatre's presenters and patrons

Harbourfront Theatre relies on the implied consent of patrons and donors for the collection, retention, and use of their personal information. Implied consent is judged as received when the patron/donor provides the information to Harbourfront Theatre and/or uses any service offered by Harbourfront Theatre. Patrons and donors may contact the Executive Director (see section I) if they have questions, concerns, or requests concerning how Harbourfront uses their information.

III. Our Sharing Policy: Caring by Not Sharing

Harbourfront does not sell patron information nor do we share it with third parties unless we are required to provide it in the following cases:

- when the collection, use, or disclosure of information is allowed or required by law (i.e. authorised by police, fire department, government, legal document); and
- in an emergency that threatens an individual's life, health, or security

In these cases, the delivered information is then subject to the protection of the authorised party's own privacy policy which Harbourfront Theatre has no control over, and a patron/donor is directed to consult with the respective authorised party to obtain information about their privacy policies.

IV. How Your Info Is Protected and Maintained

Only authorised staff of Harbourfront Theatre can access the personal patron/donor information we have on file.

Harbourfront Theatre has processes and procedures in place to ensure security of personal information. We also have taken measures to secure our domain and have firewalls in place to protect information stored on the facility's hardware and cloud storage. We only work with trustworthy IT, banking and ticketing system providers.

Patrons/Donors have the right at any time to request information we have recorded in their patron file. However, this request must be made in writing and provide sufficient detail to identify the information being sought. Harbourfront has thirty (30) business days to provide you with this information.

Harbourfront Theatre makes every effort to create and maintain accurate electronic-data and hard-copy files and to update all files when new information is provided.

V. How We Use Cookies Online:

Harbourfront Theatre uses digital cookies to track user activity with our website and to better a user's experience. At no time will these cookies reveal to others your name, e-mail address, street address, or telephone number (even if you have entered these in areas of the Harbourfront Theatre website). You can amend your cookie preferences in your internet browser, but some features of the Harbourfront website may not work for you. Learn more about cookies [here](#).

VI. How You Can Subscribe or Unsubscribe to E-News

You can subscribe to our e-newsletter online or at Box Office. Once you have subscribed you agree to receive our newsletter which may include notifications and information such as show promos, special offers, and theatre news. You can unsubscribe any time by using the "unsubscribe" links at the bottom of an e-newsletter email.

Harbourfront General Site Policy

Harbourfront Theatre makes every attempt to display accurate information regarding the content posted on this website. Harbourfront assumes no responsibility for typographical errors, or any damages caused by these errors.

Harbourfront withholds the right to make changes to policies and information on our website as we see fit.