Privacy Policy

How Sedgefield Rock & Blues Club collects, uses and protects personal information.

Who we are

Sedgefield Rock & Blues Club is a volunteer-run, not-for-profit live music club based at Sedgefield Parish Hall, Front Street, Sedgefield, County Durham, TS21 3AT. For questions about this notice or personal information held by the club, contact club@sedgefieldblues.com or telephone 07957 104434.

Information we may collect

- Name, postal address, email address and telephone number supplied when buying tickets or contacting the club.
- Information needed to answer ticket, accessibility, artist-booking or general enquiries.
- Mailing-list subscription details and communication preferences.
- Limited technical information produced when the website is used, such as IP address, browser information and aggregated analytics data, where enabled.
- Records of payments and refunds. Card and account details are processed by PayPal and are not stored by the club website.

How and why we use information

Ticket sales and event administration

We use information to process orders, prepare or post tickets, manage reserve lists, answer queries and contact customers if an event is cancelled, rescheduled or materially changed.

Enquiries and accessibility

We use contact details and information voluntarily provided to respond to enquiries and make reasonable arrangements for access and seating.

Mailing list and promotion

Marketing emails are sent only where a person has subscribed or another lawful basis applies. Every marketing email should provide an unsubscribe option.

Website operation and improvement

Technical data may be used to keep the website secure, diagnose faults and understand aggregate use of the website, subject to the Cookie Policy and any consent requirements.

Lawful bases

Depending on the activity, the club relies on one or more lawful bases: performance of a contract for ticket purchases; legitimate interests in operating and improving the club and responding to enquiries; consent for optional electronic marketing and non-essential cookies where required; and legal obligation where records must be retained by law.

Who receives information

- PayPal, where a customer chooses online payment.
- Mailing-list and email providers used to send requested club updates.
- Website hosting, analytics and technical service providers acting on the club's behalf.
- Professional advisers, regulators or law-enforcement bodies where disclosure is required or justified by law.

We do not sell personal information. External services have their own privacy notices and may process information outside the United Kingdom using appropriate safeguards.

Retention and security

Information is retained only for as long as reasonably necessary for ticket fulfilment, event administration, accounting, dispute handling and legal obligations. Mailing-list information is retained until a subscriber withdraws consent or the list is cleaned. Reasonable organisational and technical measures are used to protect information, but no internet service can guarantee absolute security.

Your rights

- Ask for access to personal information held about you.
- Ask for inaccurate or incomplete information to be corrected.
- Ask for deletion or restriction where the legal conditions apply.
- Object to certain uses, including direct marketing.
- Withdraw consent at any time where processing relies on consent.
- Ask for portable data where the right applies.

To exercise a right, contact the club using the details above. You may also complain to the Information Commissioner's Office if concerns are not resolved.

Children and sensitive information

The website is not designed to collect information from children without appropriate adult involvement. Please do not send health or other sensitive information unless it is necessary to discuss an accessibility arrangement. The club will use such information only for that purpose and will limit access to those who need it.

Changes to this notice

This notice may be updated when the club changes its website, ticketing, mailing-list or data-handling arrangements. The latest version should be published on the website.

Last reviewed: 23 October 2026