

LMCT privacy policies Last updated November 1, 2023

This privacy policy is here to help you understand what information we may electronically collect via our website. When we talk about The Little Mountain Community Theatre (LMCT) in this policy statement, we are talking about LMCT and its associated website at <https://www.littlemountaintheatre.org>.

Information we collect and receive

We collect different kinds of information. Some of it is personally identifiable and some of it is non-identifying or aggregated. We may collect personal identification information from you in a variety of ways, including, but not limited to, when you visit our website, place an order, purchase tickets for a show, respond to a survey, or in connection with other activities or services we make available on our website.

Here are the types of information we collect or receive:

Credit Card Information: We receive but never collect or retain credit card or billing address information. We only utilize third-party companies to process credit card transactions.

Device information: We may collect information about the device you're using when you access the LMCT website, including what type of device it is, what operating system you're using, device settings, and unique device identifiers. Whether we collect some or all of this information often depends on what type of device you're using and its settings.

Contact Information: We may request and store your name, address, email address, and cell phone number in our internal customer database. This information enables us to contact you to confirm or modify your purchase or activity with LMCT, for example, such as associated show reservations.

Geo-location information: GPS from mobile devices may be collected. WiFi and IP addresses received from your browser or device may be used to determine your approximate location while you are accessing our websites.

Our Cookie Policy

LMCT may use "cookies," or similar technologies like single-pixel gifs and web beacons, to record website visits and to enhance user experience. We may use both session-based and persistent cookies. Cookies are small text files sent by us to your computer and/or mobile device and from your computer and/or mobile device to us, each time you visit our

website. They are unique to your LMCT account or your browser. Session-based cookies last only while your browser is open and are automatically deleted when you close your browser. Persistent cookies last until you or your browser delete them or until they expire. Some cookies are associated with your LMCT account and personal information in order to remember that you are logged in. Other cookies are not tied to your LMCT account but are unique and allow us to do site analytics and customization, among other things.

In addition, we use 3rd parties like Google Analytics for website analytics. You may opt-out of third-party cookies from Google Analytics websites. We do not currently recognize or respond to browser-initiated Do Not Track signals as there is no consistent industry standard for compliance. For more information on the Google Analytics policies, you may visit their website at www.google.com/analytics/policies/ (or such other URL as Google may provide) as modified from time to time (the "**Google Analytics Policies**").

User Choices for how we collect information about you: The browser you use may provide you with the ability to control cookies or other types of local data storage. Your mobile device also may provide you with choices around how and whether location or other data is shared with us. You may choose to set their web browser to refuse cookies or to alert you when cookies are being sent; but note that some parts of the website may not function properly if they are not utilized.

How we use your information

How we use the information we collect depends on which services you receive from us, how you use them, and any preferences you have communicated to us. Below are the specific purposes for which we use the information we collect about you.

- **To improve customer service.** Information provided and collected helps us respond to customer service requests as well as communicate and support users. If you contact us with a problem or question, we will use your information to respond to that request and address your problems or concerns.
- **To send email messages.** We may send you service and administrative emails, such as when we need to confirm information about changes to an event or activity. We may also contact you to inform you about changes in our services or show performances, or our services and/or show offerings. In addition, we sometimes send emails to LMCT customers about new events, promotions, or other news about LMCT. You can opt-out of these at any time.

And, with your consent: We use information about you where you have given us consent to do so for a specific purpose not listed above. For example, we may publish testimonials or featured customer stories to promote our shows or events with your permission.

Sharing and Disclosure

LMCT is not in the business of selling information about you to advertisers or third parties. There may be limited times when communications and related content and other user information, however, may need to be shared by LMCT. This section discusses only how LMCT may share user information.

LMCT may share information: With consent, to comply with legal process, or to protect LMCT and our customers. When we have your consent or if we believe that disclosure is reasonably necessary to comply with a law, regulation, or legal request; to protect the safety, rights, or property of the public, any person, or LMCT; or to detect, prevent, or otherwise address fraud, security, or technical issues. If we receive a law enforcement or other third-party request for information, we will provide prior notice to the subject of the request where we are legally permitted to do so.

With third parties and agents: We may employ third-party companies or individuals to process personal information on our behalf based on our instructions and in compliance with this Privacy Policy. For example, we may share data with an email marketing vendor to send messages on our behalf. We may also share data with hosting providers, payment processors, marketing vendors, and other consultants who work on our behalf.

That is aggregated and non-identifiable: We may also share aggregated or non-personally identifiable information with our partners or others for business or research purposes.

Access

Upon request, we will provide you with reasonable access to the personal information we collect about you. We retain basic personal information about you because, for example, your email address is required to reserve activities and experiences. You will have the opportunity to correct, update, modify, or delete this information if you desire by contacting us.

Please note that some information may remain in our records even after you request deletion of your information as permitted by privacy principles. Additionally, there may be limits to the amount of information we can practically provide. For example, we may limit an individual's access to personal information where the burden or expense of providing access would be disproportionate to the risks to the individual's privacy or where doing so would violate others' rights.

Enforcement

We will conduct internal audits of our compliance with this policy. At LMCT, we take your privacy seriously, and we will take all reasonable measures against any violation of this policy. If you have any concerns or complaints about how you think we've handled your personal information, please contact LMCT on our website or via email at info@littlemountaintheatre.org. We will work hard to investigate and resolve any complaints you might have.

Security

LMCT takes reasonable steps to protect the information you provide to us from loss, misuse, and unauthorized access or disclosure. We follow generally accepted standards to protect the personal data submitted to us, both during transmission and once we receive it. However, no electronic or email transmission or digital storage mechanism is ever fully secure or error-free.

Changes to this Privacy Policy

We may change this policy from time to time, and if we do, we will post any changes on this page. By continuing to engage with LMCT after those changes are in effect, you agree to the revised policy. If the changes are material, we may provide more prominent notice or seek your consent to the new policy.