

Website Privacy Policy & Cookies

Website Privacy Policy

Our websites are operated and controlled by Culture and Sport Glasgow, a Scottish Charity (No SCO37844) incorporated under the Companies Acts and limited by guarantee (Registered Company No SC313851), having its registered office at 38 Albion Street, Glasgow G1 1LH and operating under the name 'Glasgow Life'.

In terms of the Data Protection Act 1998, Culture and Sport Glasgow (referred to in this privacy policy as "Glasgow Life", "we" or "us") is the data controller of personal data (information relating to identifiable living individuals) collected or obtained by or through our websites.

Any personal data collected through our websites will be treated as confidential under the principles of the Data Protection Act 1998.

Glasgow Life is registered under the Data Protection Act 1998 and as a data controller (notification number Z9838695); the register entry can be inspected at www.ico.org.uk

Our websites do not automatically capture or store personal information, other than logging the user's IP address and session info such as the duration of the visit and the type of browser used. This is recognised by the Web server and is only used for system administration and to provide statistics which Glasgow Life uses to evaluate use of the site.

You will be asked to provide some personal information if you wish to register with our websites and take advantage of the additional features that registered users can access. This information will be restricted to details which may help us provide better services to you through our websites. Our registration process includes, but is not limited to, the following: your name, address, telephone contact number and e-mail address (this may vary depending on the nature of the services you are registering for). By providing this information you consent to Glasgow Life using these details to help provide you with services, answers to queries or information about events and other programmes which may be of interest to you as appropriate. All marketing information will include an option for you to opt out of any future, similar correspondence. We do not contact children under 12 without the consent of a legal parent or guardian.

You will be required to agree to Glasgow Life using your details in this way when you complete the registration process. Similarly, if you wish to contact Glasgow Life through our websites you may be asked to provide some limited personal information to enable us to respond to your question or comment. Comments may be submitted without providing personal details - we will not, however, be able to respond to you unless you provide a means of contact. You do not need to provide us with personal information simply to browse the

site.

Information Security

We believe that keeping personal information secure is one of our most important responsibilities.

We maintain all necessary physical, electronic and procedural security to help safeguard personal, sensitive and payment data against loss, misuse or alteration. Third parties that provide us with support or services may also receive personal, sensitive or payment information, and we require them to maintain security measures similar to ours with respect to such information.

When we request customers to enter sensitive information via a form on a web page we operate, such as credit card number, it is encrypted and protected with SSL encryption and processed through a reputable payment processor.

While on a secure page, such as our customer data capture forms, the lock icon at the bottom or top of web browsers, e.g. Mozilla Firefox or Microsoft Internet Explorer, becomes locked, as opposed to unlocked or open, when you are just 'surfing'.

While every effort is made by us to secure transmission of data eg using SSL we cannot be held responsible for the security of your data while it is being transmitted over the internet and through servers that are out of our control. We strive to protect your personal information but we cannot ensure or warrant the security of any information you transmit to our website or services. Any data transmissions you make over the internet are done so at your own risk. Once we receive your data transmission, we make are responsible for ensuring the security and privacy of your personal data on our systems.

Email Newsletters

We offer an email newsletter service (subscription service via our websites and other available external channels e.g. online or offline application form, etc), which is provided to inform you about selected services and offers we make available. Users can subscribe through our online automated process (or our other offline communication channels) should they wish to do so but do so at their own discretion.

Subscriptions to our email campaign newsletters are taken in compliance with the Privacy and Electronic Communications Regulations 2003 (as amended). All personal details relating to subscriptions are held securely and in accordance with the Data Protection Act 1998. No personal details are passed on to third parties (except our approved contracted email service provider; with your explicit consent; or where required or permitted by law) nor shared with companies / people outside of Glasgow Life. Under the Data Protection Act 1998 you may request a copy of personal information held about you here.

Email marketing campaigns published by Glasgow Life contain tracking facilities within the actual email. Subscriber activity is tracked and stored in our Customer Relationship Management system which manages our email newsletter campaigns for future analysis and evaluation. Such tracked activity may include; the opening of emails, forwarding of emails,

the clicking of links within the email content, times, dates and frequency of activity. This information is used to refine future email campaigns and supply the user with more relevant content based around their activity.

In compliance with the Privacy and Electronic Communications Regulations 2003 (as amended) subscribers are given the opportunity to un-subscribe at any time through an automated system. This process is detailed at the footer of each email campaign.

Social Media Platforms (Facebook, Twitter, etc)

Communication, engagement and actions taken through external social media platforms that we utilise, and users participate on, are bound to the terms and conditions, and the privacy policies held with each social media platform respectively.

Users are advised to use social media platforms wisely and communicate / engage upon them with due care and caution in regard to their own privacy and personal details. We will never ask for personal or sensitive information through social media platforms, and encourage users wishing to discuss sensitive details to contact us through our standard primary communication channels, such as by telephone or in writing.

Some of our websites use social plugins which help share web content directly from web pages to the social media platform in question. Users are advised before using such social plugins we utilise that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

Payment Facilities

If you use the online payment facilities offered on any of our websites, the details you provide will be stored on a secure server operated by Glasgow Life's online banking partner. Glasgow Life does not have access to these details. The banking partner will only inform Glasgow Life about the identity of the person making payment and the nature of the payment.

Under 12

If you are aged 12 or under, please get your parent or guardian's permission before you provide personal information on any of our websites.

Content Accuracy on our Websites

The information provided on our websites is believed to be accurate at the time of writing but Glasgow Life accepts no liability for the contents and anyone relying on these contents does so at their own risk. Nothing on our websites is to be construed as binding Glasgow Life or constituting an offer on behalf of Glasgow Life.

Scope of Policies

This privacy policy only covers the Glasgow Life website at www.glasgowlife.org.uk (and the other websites operated or managed by us where they link back to this privacy policy) Links within this site to other websites are not covered by this policy and individuals should

check the terms of the privacy policy of those other sites for their terms. Glasgow Life is not responsible for the content of external websites.

List of our websites we Operate or Manage

Glasgow Life operates a number of websites and use social media platforms that may refer back to this privacy statement. The websites we currently manage include:

1. Glasgow Life – glasgowlife.org.uk
2. Celtic Connections – celticconnections.com
3. Aye Write – ayewrite.com
4. Merchant City Festival – merchantcityfestival.com
5. Glasgow Mela – glasgowmela.com
6. World Pipe Band Championships – theworlds.co.uk
7. Glasgow Loves Christmas – glasgowloveschristmas.com
8. Tramway – tramway.org
9. Emirates Arena – emiratesarena.co.uk
0. Glasgow Concert Halls – glasgowconcerthalls.com
1. Tickets Glasgow – ticketsglasgow.com
2. Glasgow Venue Hire - glasgowvenuehire.org.uk/
3. Family History – glasgowfamilyhistory.org.uk/
4. Glasgow Club - glasgowclub.org
5. Glasgow Club bookings - gcbooking.glasgowcitycouncil.co.uk
6. Glasgow Club social media posts - glasgowsporthub.com
7. Glasgow Museums Collections Navigator – <http://collections.glasgowmuseums.com>
8. Glasgow Life Photo Library – csgimages.org.uk
9. Glasgow Life Virtual Mitchell – www.mitchelllibrary.org
0. Glasgow Libraries Catalogue – <http://libcat.csglasgow.org>
1. Kelvin Hall – kelvinhall.org.uk
2. People Make Glasgow - <https://peoplemakeglasgow.com>
3. Glasgow Convention Bureau - <https://glasgowconventionbureau.com>
4. Glasgow Tourism and Visitor Plan <http://www.glasgowtourismandvisitorplan.com>

The above list may be amended or added to from time to time to take account of changes in the websites we operate and/or manage.

Domain Names we Own

There are a number of domain names we manage that also refer back to our main website at: www.glasgowlife.org.uk

Changes to this Website Privacy Policy

Any changes to this Privacy Policy will be posted on our websites (at www.glasgowlife.org.uk).

Cookies

What is a Cookie?

Cookies are small data files which are placed on your computer, mobile or other handheld devices as you browse through our websites. On our websites, cookies are used to remember information about your browsing history, for example, the on-line resources you use, the pages you visit and how often you visit them.

Types of cookies

- 'Session' cookies remain in your browser during your browser session only, ie until you leave the website.
- 'Persistent' cookies remain in your browser after the session (unless deleted by you).
- 'Performance' cookies collect information about your use of the website, such as webpages visited and any error messages; they do not collect personally identifiable information, and the information collected is aggregated such that it is anonymous. Performance cookies are used to improve how a website works.
- 'Functionality' cookies allow the website to remember any choices you make about the website (such as changes to text size, customised pages) or enable services such as commenting on a blog.

How we Use Cookies on our Websites

Our websites uses cookies to help improve the users experience while visiting our websites. Where applicable our websites use a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer / device. This complies with recent legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user's computer / device.

Our websites use cookies to collect anonymous information about how well the site is performing via Google Analytics.

Some of our site(s) also uses Google Remarketing cookies to provide us with information on visitor demographic and interests, and Facebook cookies, which are used to deliver relevant adverts to Facebook users. We may also use Facebook pixels to learn whether someone who has seen an ad on Facebook has later visited our website as well as Twitter widgets to tailor the content of our site with recent Twitter feeds. We do not use cookies which collect data that makes your personally identifiable, or that collect any personal information without your express permission to do so.

Google Analytics

Please note – We do not collect personal information via Google Analytics .

Our websites use Google Analytics, a web analytics service provided by Google, Inc. 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA ("Google").

Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States.

Google will use this information for the purpose of evaluating your use of our websites, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf.

Google will not associate your IP address with any other data held by Google.

You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of our websites.

By using our websites, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

Facebook

Please note – We do not collect personal information via Facebook.

Our websites use Facebook plugins and pixels provided by Facebook Inc., 1601 S. California Avenue, Palo Alto, CA 94304, USA ("Facebook").

We sometimes use Facebook plugins and pixels on our websites, however we do not store this information; it is stored by Facebook. The information is stored in such a way that information about individuals is not tracked, nor can individuals be targeted directly.

For the information on the purpose and scope of data collection and processing by Facebook, as well as your rights in this respect and settings options for protecting your privacy please visit Facebook's privacy policy: <http://www.facebook.com/policy.php> or <https://www.facebook.com/about/privacy/advertising>.

Twitter

Please note - We do not collect personal information via Twitter.

Our websites use Twitter widgets, a social plugin service provided by Twitter, Inc., 1355 Market Street, Suite 900, San Francisco, CA 94103, USA ("Twitter").

We sometimes use Twitter widgets on our websites, however we do not store this information; it is stored by Twitter. The information is processed in such a way that information about individuals is not tracked. The Twitter website widget is a social plugin that enables us to tailor content on our site(s), either by one or more of the following Twitter plugin features:

- showing recent tweets on our site(s)
- showing followers and counts
- showing interactive follow button

- help tailor content and suggestions

For the information on the purpose and scope of data collection and processing by Twitter, as well as your rights in this respect and settings options for protecting your privacy please visit Twitter's links below:

[Twitter supports Do Not Track](#)

[About tailored suggestions](#)

[Twitter's use of cookies and similar technologies](#)

[Twitter Privacy Policy](#)

Please note - if you decide not to accept cookies you will need to up-date your cookies preferences before you will be able to enter the Glasgow Life site(s) - see below for further information on how to do this. You will only be asked to do this once but can amend your preferences at any time. Restricting your browser cookie settings could affect the functionality of our website and other external websites you may visit on the internet.

If you would prefer to disable Cookies you need to change the browser settings on your computer to reject Cookies.

Microsoft Internet Explorer

1. Choose "Tools" from the menu at the top of your browser
2. Click on "Internet Options"
3. Click on the "Privacy tab"
4. Select the setting that best suits your needs

For Mozilla Firefox

1. Choose "Tools" from the menu at the top of your browser
2. Click on the "Privacy" icon
3. Select the setting that best suits your needs

Google Chrome

1. Click the spanner icon on the browser toolbar.
2. Select "Settings"
3. Select "Show advanced settings"
4. Select the setting that best suits your needs

Safari

1. Choose "Preferences" from your toolbar
2. Select "Privacy"
3. Select the setting that best suits your needs

Further information:

[Scottish Information Commissioner's page on cookies](#)

[Information Commissioner's Office](#)

[All About Cookies](#)