

ORLANDO SHAKESPEARE THEATER PRIVACY POLICY

At the Orlando Shakespeare Theater (“ORLANDO SHAKES”), we are committed to protecting your privacy. This Privacy Policy explains how we treat and protect the personal information that we collect through the ORLANDO SHAKES website orlandoshakes.org (“Site”), including your personal information and your choices concerning the use of that information.

Information Collection and Use:

You can browse our Site without submitting any personal information. You may conduct certain activities on our Site where we do collect personal information in order to make it possible for you to access all of the Site’s features and to enhance your overall online experience.

Personal Information

ORLANDO SHAKES collects personal information when you make a purchase or a contribution, register as an E-Patron, sign up for our e-newsletter or mailing list, request information on our products and services, participate in a promotion or an online survey, contact ORLANDO SHAKES with a question or suggestion, apply for employment with ORLANDO SHAKES, order tickets or make a contribution by mail, e-mail, fax, phone, online or at the ORLANDO SHAKES Box Office.

Depending on the nature of your interaction with ORLANDO SHAKES, we may ask you for personal information such as your name, phone number, physical address, social security number, birth date, company related information, email address, product preferences, credit card information including expiration date, billing address and Card Identification Number, or other information that is not otherwise publicly available. Once you register with ORLANDO SHAKES and sign in to our services, you are not anonymous to us.

Your personal information may be used by us (or third parties engaged by us) to: (1) customize the advertising and the content that you see, (2) fulfill your requests for products and services, (3) contact you, (4) conduct research, (5) respond to subpoenas, court orders or legal process, and (6) establish or exercise our legal rights or defend against legal claims.

Anonymity

You may purchase tickets and remain anonymous if you choose to pay by cash in person at our Box Office.

Information shared with third parties

ORLANDO SHAKES does not share, sell, or rent email addresses. We do share postal mailing lists with other area arts organizations through a third-party vendor. ORLANDO SHAKES approves all mailings sent by third parties. ORLANDO SHAKES may provide your name and address or phone number to third parties whose products we believe may be of interest to you (although we do not share any other information about you, the selection criteria may result in the third party being able to identify your relationship with ORLANDO SHAKES in a broad manner, i.e., that you are a subscriber or donor, or may have attended a particular production). You can request at anytime that we do not share your name and address or phone numbers with such third parties. To opt out of receiving third party mailings, you must contact the Box Office. ORLANDO SHAKES does not monitor or control the privacy policies of third parties.

Certain performances at ORLANDO SHAKES are produced or presented by third parties. When you make a purchase to a performance presented or produced by one of these third-party organizations, ORLANDO SHAKES will provide them with the information regarding your purchase. This information may include,

but shall not be limited to, your name, address, telephone number and email address, as well as details of your purchase, which may include, but shall not be limited to, the date you purchased your tickets, any offer you responded to, the locations of your seats, and the dollar amount of your transaction.

Security of your information

When you purchase a ticket, buy a membership or make a donation online, we need to obtain your credit card number, expiration date, card identification number and billing address. Our site has security measures in place intended to protect against the loss, misuse, and alteration of the information under our control. This information is encrypted for transmission and stored securely at ORLANDO SHAKES. We use industry-standard encryption to contribute to the security of the personal information you provide.

Disclaimer

We strive to protect your personal information; however, ORLANDO SHAKES cannot ensure or warrant the security of any information you transmit to us. Although we use security that we believe to be appropriate to protect your personal information, we do not guarantee that our security precautions will protect against, and we expressly disclaim any liability for, any loss, misuse, or alteration of your personal information.

Links to third party sites

To provide you with access to related information, our site contains links to third party websites. ORLANDO SHAKES is not responsible for the privacy practices or the content of any of these linked sites. We do not control the privacy policies of the destination sites. Once you leave our Site (you can check what site you are on by checking the URL in the location bar on your browser), use of any information provided by you is governed by the privacy policy of the operator of the site you are visiting. That policy may differ from ours. If you cannot find the privacy policy of any of these sites via a link from the site's homepage, you should contact the manager of that site for more information. ORLANDO SHAKES does not monitor third-party sites and is not responsible for the privacy practices or the content of websites other than ORLANDO SHAKES websites.

Unidentifying Information Collected

In our effort to improve our services and enhance your overall online experience, ORLANDO SHAKES collects certain information in the aggregate or from sources which do not identify you personally. Such information may be provided to third parties without disclosing any of your personal information.

Demographic information

Demographic and profile data may be collected at our site. ORLANDO SHAKES may provide such information in the aggregate to third parties without disclosure of personally identifying information.

IP addresses

We automatically track IP (internet protocol) addresses for statistical purposes. IP addresses are logged per user session and help to determine how often areas on our site are visited. ORLANDO SHAKES does not track IP addresses with any of your personal information, so we will never link an IP address to a specific user. We also monitor traffic patterns and site usage to help us develop and improve the design and layout of the site.

You may visit and browse our websites as often as you like without logging in and no personal information about your visit will be collected. If you visit our websites simply to browse, we may collect general information about the way in which you use our websites, including, but not limited to, the time and

duration of visit, type of web browser used, the operating system/ platform you are using, your IP address, the websites from which you linked to us, and your CPU speed. We also may note whether and how you use the websites by recording site traffic patterns and click-streams. We do not associate this general information that we collect with any personal information and we do not otherwise monitor this information on an individual basis. Instead, we aggregate this usage information and use it only to identify the levels and areas of interest in ORLANDO SHAKES and to improve and refine our websites and services. We may perform (or have third parties perform) analyses of visitors' behavior, and may share aggregated, anonymous data with sponsors and advertisers.

Cookies

We use cookies to improve your experience at ORLANDO SHAKES. "Cookies" are small pieces of information that a Web site transfers to your computer's hard drive for record-keeping purposes. Cookies in and of themselves do not personally identify users, although they do identify a user's computer. You are always free to decline our cookies if your browser permits. Even without a cookie, you will still be able to use most of the features on our site; however, you will not be able to manage your account preferences, purchase tickets, membership, merchandise, or make an online contribution.

Correcting or updating personal information

If your personal information changes, we will gladly correct, update, or remove any data you have previously provided to us. You may change your personal information at any time by sending ORLANDO SHAKES an e-mail to boxoffice@orlandoshakes.org. We may retain a copy of the prior version for our records.

Opt out

ORLANDO SHAKES may send users news about new offerings and special values by mail or email. To help us make e-mails more useful and interesting, we may receive a confirmation when you open e-mail from ORLANDO SHAKES. You may choose to opt out of receiving such email mailings by clicking "unsubscribe" or by contacting the Box Office at boxoffice@orlandoshakes.org. You may also opt out of receiving third party mailings and information by contacting us contacting the box office via mail.

Personal Information of Children

Our Site is not geared toward children. We do not solicit or collect personal information from children under 13 years of age. You must be 13 years of age or older to register with our site.

Your acceptance of these terms

By visiting the ORLANDO SHAKES site, you consent to the terms of this Privacy Policy and to the collection and use of the stipulated information by ORLANDO SHAKES. We will always fully disclose our privacy policies, and we will promptly post any changes to our policy on this page.

You agree that ORLANDO SHAKES may retain and use your personal information as described in this policy until you inform us that you do not agree with this Privacy Policy and agree that you will not use the ORLANDO SHAKES website for a reasonable period of time thereafter.

Changes to this Privacy Policy

ORLANDO SHAKES may update this policy at any time. We will notify you about significant changes in the way we treat personal information by sending a notice to the email address that you have provided us or by placing a prominent notice on our websites. By using this site after we post any changes to this Privacy Policy, you agree to accept those changes.

Contacting us about our website

If you have any questions about this Privacy Policy, the practices of this site, or your interactions with ORLANDO SHAKES, you can contact:

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