Customer Data

The Bristol Folk House uses an online ticketing service provided by Monad Ticketing.

Monad Ticketing Privacy Policy

Monad Ticketing is a software development company headquartered in the UK. We provide a cloud-based SaaS box office ticketing solution to theatres, arts centres, and other event organisations.

How we use your data

In addition to interacting with our customers to process transactions and provide support, we distribute a monthly newsletter in email format. New customers and interested parties who sign up will receive regular monthly emails from us, along with occasional special announcements. On signup, your name and email address will be stored in a mailing list.

Website usage information is collected using cookies (see below).

We retain support requests, queries and resolutions indefinitely for training and quality purposes. Monad Ticketing will not share any of your details with any third parties.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

Changing your preferences

You can use the links included at the bottom of every newsletter to change your subscription preferences or unsubscribe from Monad Ticketing updates at any time. When you unsubscribe, you will no longer receive the monthly newsletter and your details will be removed from our database within three months.

Changes to our Privacy Policy

We will review our Privacy Policy regularly and update this page to reflect any changes. Our Privacy Policy was last updated on 29/05/2018.

How to contact us

If you have any questions about our Privacy Policy or how we use your data, you can email us at sales@monadticketing.com.