



## The Lime Tree Theatre | Belltable

### Collection, Storage and Destruction of Credit Card Details Policy

#### Policy Statement

The Lime Tree Theatre values the privacy of credit card information and is committed to protecting the credit card details it holds and uses.

This policy outlines how The Lime Tree Theatre intends to collect, store and destroy credit card details.

#### Principles

The policy is based on the following principles:

1. The Lime Tree Theatre will take reasonable steps to protect the credit card details it holds from misuse and loss and from unauthorised access, modifications and disclosure.
2. It is a necessary condition for The Lime Tree Theatre to provide credit card facilities to individuals for the payment of services and goods provided by The Lime Tree Theatre.

#### Broad Overview

The Lime Tree Theatre will consider the following matters when adopting reasonable steps to protect the credit card information it holds:

1. The sensitivity of credit card details and an individual's expectations that this information will be protected from misuse and loss and from unauthorised access, modifications and disclosure;
2. The harm likely to result if there is a breach of security; and
3. The form in which the information is stored (e.g. on paper or electronically) processed and transmitted.

## Application

All Lime Tree Theatre staff

## Operative Date

Operative from 21 September 2012

## 1 Application of Policy

This policy is designed to deal with situations where a person provides details of their credit card to The Lime Tree Theatre. The policy is also designed to ensure that The Lime Tree Theatre will store and destroy credit card details in a manner which protects the credit card details from:

- misuse;
- loss;
- unauthorised access;
- unauthorised modification; and
- unauthorised disclosure.

## 2 Collection of Credit Card Details

The Lime Tree Theatre is committed to ensuring that credit card details are collected in a secure manner. The Lime Tree Theatre will take reasonable steps to protect the credit card details it holds from misuse and loss and from unauthorised access, modifications and disclosure during collection by adopting the following practices:

- preventing individuals from providing credit card details in an email;
- ensuring that where credit card details are collected on-line, encryption in accordance with the company's IT Security Policy and IT Security Framework is included within the on-line web page, databases and other supporting programs;
- only collecting credit card details in an appropriate environment, for example not requesting credit card details verbally in a public waiting room;
- it is the strict policy of the Lime Tree Theatre not to request or accept credit card details via email or fax

## 3 Storage of Credit Card Details

- 3.1 The Lime Tree Theatre does not store credit card information. Once credit card details have been inputted electronically to the box office software system, no employee of the Lime Tree Theatre can retrieve them.
- 3.3 Credit Card details are required to be stored by our box office software providers for 12 months for charge back purposes. Our contract with our box office software suppliers has strict controls in place to protect credit card information.

#### **4 Destruction of Credit Card Details**

Credit card details are not retained in any format by the Lime Tree Theatre.

#### **5 For Further Information**

For further information about this policy please contact us on (061) 953400

Louise Donlon  
Theatre Director

July 2020