

## **Policy Statement for Cookies**

This policy outlines how we use cookies on our website in compliance with current UK law. By continuing to use our website, you agree to the use of cookies as described in this policy.

Opera Holland Park uses cookies in the following ways:

### **Cookie Policy**

#### **What are Cookies?**

Cookies are small text files stored on your computer by your browser. They are used by websites to enhance user experience, provide personalised content, and track visitors' activities on the site.

#### **How We Use Cookies**

Opera Holland Park uses cookies in the following ways:

##### **1. Online Ticket Booking**

Our online ticketing system (provided by Spektrix) utilises cookies for various purposes, including:

- Identifying whether cookies can be set on your computer
- Recognising returning customers for personalisation
- Distinguishing between customers during ticket booking
- Identifying the booked theatre
- Recording the last interaction with our booking site
- Allowing customers to reset their passwords

For the best experience, ensure cookies are enabled on your browser and private browsing mode is disabled.

##### **2. Website**

Our website (provided by Cog Design) uses cookies for:

- Managing visitor sessions, including preferences for dismissing pop-ups
- Tracking sessions and storing basket purchase information
- Utilising anonymised data for Google Analytics to evaluate website effectiveness

##### **3. Email Marketing**

Our email provider (DotMailer) uses cookies to:

- Track and identify visitors who clicked on an email
- Record website browsing after receiving an email
- Identify email contacts and personalise website experiences
- Assist with security settings for users on shared IP addresses

#### **4. YouTube**

Videos hosted on YouTube may store cookies on your computer. Refer to YouTube's privacy policy for more information.

#### **5. Google Analytics**

Google Analytics uses cookies to track website usage for analytical purposes. Visit the Google Analytics website to learn more and opt out of these cookies.

##### Managing or Disabling Cookies

You can disable cookies in your browser settings. Refer to your browser's options or preferences menu for instructions. However, note that disabling cookies may impact your website experience, affecting features like password resets and ticket booking.

For detailed information about each cookie we use or further questions about our cookie usage, contact us at [info@operahollandpark.com](mailto:info@operahollandpark.com).