



TOR Systems Privacy Policy

Who we are

TOR Systems Ltd. Our office is at 58 Longton Road, Trentham, Stoke-on-Trent, ST4 8YZ.
01782 644755

What we do

We provide ticketing systems to visitor attractions in the UK. In terms of your data we may store this because you are one or more of the following to us:

1. A client
2. A potential client (prospect)
3. A customer of one of our clients who is using one of our services (eg you may buy a ticket from one of our clients and we process your data). In this case your data is owned and managed by our client and we are the Data Processor

What information we take

If you are 1 or 2 above then we will store your name, address, e-mail, phone number and contacts we have had with you by telephone, email etc. We will keep this information while we have a relationship with you.

If you are 3 above then your data passes through us on the way to our customer (the organisation you are buying from). In the sale process we will store your name, address, e-mail and phone number. We keep this for 90 days, after which it is destroyed. Although the sales process we provide also appears to take your credit card details, these are actually taken directly by our Payment Service Provider and we never receive details of your card.

Cookies and tracking

If you are 3 above then our ticketing website uses cookies. We use cookies to make our website work and to remember your visit. No personal information is taken, and the ID of your device, although provided by the cookie is not used for any other purpose.

If you are 3 above then our ticketing website may also contain tracking links to Google Tag Manager or Google Analytics. These tools are used by our clients to see the journey that their customers take during the booking process as well as demographic data such as country, browser etc. This tracking does not identify you individually.



What we do with the information

If you are 1 or 2 above then we will use the information to keep in contact with you. We do not pass it to anyone else. If you want us to stop doing this then simply unsubscribe using the mailing service when you are communicated to. If we are notified that you have moved to a different organisation we will remove you from our records, unless you specifically ask to be kept on record with alternative contact details you provide.

If you are 3 above then we pass your details over to our customer. We may also use it to send you a reminder email (on behalf of our customer) prior to your visit, and an email post-visit. We will never write to you or ring you.

Where we keep the information

If you are 3 above, then all information we take is stored securely in the UK. It is kept safe by both physical and electronic security (eg fingerprint recognition data centres, firewalls etc)

If you are 1 or 2 above we store information in SalesForce, MailChimp and LinkedIn and each of those services store data securely under their own privacy policies.