

Tobi Privacy Policy

Tobi is the brand name for a set of patron services provided by The Tobin Center for the Performing Arts to Tobi Clients and their Patrons. This Tobi Privacy Policy spells out what information is collected, how it is protected and used, and the controls available to Patrons over the use of the information. Be aware that Tobi Clients may maintain their own website in addition to the Tobi site with separate privacy policy disclosures provided on their site.

Definitions:

Tobin Center is the Tobin Center for the Performing Arts located in San Antonio, Texas. Tobin Center provides facilities and services to producers of performing arts and other events.

Tobi Clients are local non-profit performing arts companies that produce events in Bexar, Comal, Guadalupe, Kendall and Kerr counties and which subscribe to the services of Tobi. For example: Tobin Center, Ballet San Antonio, and Chamber Orchestra of San Antonio. This list is not exhaustive and clients will be added and removed over time, though this example list may not remain current.

Patrons are those individuals, families, businesses, foundations, and other entities that attend Client-produced events and/or provide financial support or sponsorship to Tobi Clients.

Personal Information is information collected through our websites, telephone, and mail or at one of our Client's offices or Ticket Offices and which is personally identifiable such as your name, address, phone numbers, and other information not otherwise publicly available.

Information Collected

When you purchase services from Tobi Clients or when you register and log on to Tobi over the internet, we collect information necessary to process subscriptions, ticket purchases and exchanges, pledges, donations, sponsorships, memberships, parking vouchers, merchandise purchases, marketing, admission to the venues and to maintain our internal records. In addition, we have imported certain personal information from predecessor systems used by each Tobi Client.

Information Sharing

Tobi Clients share Patron information under these restrictions:

- Tobi Clients will not sell or otherwise share your private information with any party that is not a Tobi Client.
- Among the Tobi Clients, your information is shared as follows:
 - Your basic contact information such as name, mailing address, and email address are shared across Tobi Clients. You have access to this information over the Internet and corrections you make to your contact information will inform all Tobi Clients.

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- Information relating to subscriptions, ticket purchases, and parking vouchers is shared between the Tobi Client producing the event(s) and the Tobin Center Ticket Office.
- Information relating to pledges, donations, memberships, sponsorships, or merchandise purchases is accessible only by the affected Tobi Client.
- Certain events held at The Tobin Center are produced or presented by third parties, including for-profit companies, who are not Tobi Clients. When you make a purchase to an event produced or presented by such third parties, Tobin Center may provide them with information regarding your purchase including such personal information as name address and telephone number.
- The Tobin Center will release information when legally required in connection with law enforcement investigations or other instances required by law.
- Except as provided above, The Tobin Center will not share your personal information with any non-Client third parties. In particular, we do not subscribe to any “ad servers”.

Use of Your Information for Marketing Purposes

By default, any Tobi Client with whom you have established a relationship may use that information for marketing purposes. You may modify marketing preferences and opt in or out of email communications by signing on to your Tobi account and adjusting the account settings or by contacting The Tobin Center at the address, phone number or email listed below.

Controlling your personal information

You may control how your personal information is used for marketing purposes. When you sign on to Tobi, you will be able to indicate which Tobi Clients you would like to hear from and to express a preference for email or print marketing materials. In addition, in any marketing email we send you, you will have the option to “opt out” of further email marketing communications.

Technology Usage

Tobi may leave “cookies” on your computer. Cookies are small amounts of data that our website can read. They help us keep track of how you use our website, but do not capture any private information. Your browser may allow you to disable cookies. If you do so, some features of our website may not be available or may not work correctly.

We may use analytical data services, such as Google Analytics, to capture and analyze statistical information about how you navigate our websites. These analytical data services do not capture any personal information.

Our website is linked with the websites of the Tobi Clients and may be linked with other websites, such as sites that provide details on artists. You can tell when you are on our website by checking the URL in the address bar of your browser. Once you leave our servers, use of any information you provide is

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governed by the privacy policy of the operator of such other site. Tobin Center is not responsible for the privacy practices or the content of such other websites.

Information Security

We use security measures that we believe are appropriate to protect your personal information. Tobi is fully compliant with rigorous Payment Card Industry standards for information security and financial fraud prevention, and is regularly audited for continued compliance with those standards. However, we do not guarantee that our security measures will protect against all possible risks and we expressly disclaim any liability for any loss, misuse, or alteration of your personal information. This policy applies solely to the Tobi website and no liability is expressed or inferred in regards to third party sites to which our site may have links or postings.

How to Contact Us

To contact us regarding any Tobi matters contact us at:

Tobin Center for the Performing Arts
115 Auditorium Circle
San Antonio, TX 78205
eMail: Tobi@TobinCenter.org
(210) 223-3333

Changes to Privacy Policy

Tobin Center may modify this policy from time to time. We will notify you of significant changes in the way we treat your personal information by sending you an email message to the address you have provided and by notices on our website.