PRIVACY POLICY

Last updated September 29, 2026

INTRODUCTION

The Columbus Symphony ("CSO," "we," "our," or "us") respects the privacy of your information. This Privacy Policy is designed to assist you in understanding how we collect, use, share, and safeguard your information. This Privacy Policy applies to individuals who access this website and any of our online and offline services (collectively, "Site").

From time to time, we may change this Privacy Policy. If we do, we will post an amended version on this webpage with a new "last updated" date. If we make material changes, we will provide you with additional notice, such as adding a statement on the homepages of our Site. Please review this Privacy Policy periodically.

This Privacy Policy covers the following topics:

1. PERSONAL DATA WE COLLECT
2. HOW WE USE YOUR PERSONAL DATA
3. HOW WE SHARE YOUR PERSONAL DATA
4. COOKIES AND OTHER TRACKING TECHNOLOGIES
5. UNIVERSAL OPT-OUT MECHANISMS (UOOMS)
6. SECURITY
7. DATA RETENTION
8. THIRD-PARTY LINKS
9. CHILDREN'S PRIVACY
10. YOUR PRIVACY RIGHTS – UNITED STATES
11. ACCESSIBILITY
12. HOW TO CONTACT US

1. PERSONAL DATA WE COLLECT

We collect personal data from you through your use of the Site. Personal data is information that is linked, or reasonably linkable, to an identified or identifiable individual. We collect the following types of personal data:

Personal Data You Provide

Depending on how you interact with our Site, we will collect the following personal data that you voluntarily provide to us for the following purposes:

- *Register a new account.* If you create a new account through the Columbus Association for the Performing Arts (CAPA) portal, you will provide your first and last name, phone number, zip code, and email and password. When you click the Login button on our Site, you will be taken to the CAPA sign in page and will provide your CAPA account email and password. For more information on CAPA's privacy practices, please visit their privacy policy.

- *Contact Us*. If you contact us over the phone, you will provide your name and other personal information relevant to address your concern, such as your email address that is associated with your CSO tickets.
- *Ticketing*. If you purchase a ticket to one of our shows through our Site, you will be redirected to the CAPA Ticket Center, where you can complete your transaction by logging into your CAPA account and providing your credit card or other financial information. This payment is processed through Adyen. For more information on their privacy practices, please visit their privacy policy.
- *Support*. If you choose to donate through our Site, you will be redirected to a donation form, in which you will provide your first and last name, email address, billing information (including payment card information and billing address), phone number, and other information you would like to provide such as a name to dedicate your donation to. This payment is processed through Click & Pledge. For more information on their privacy practices, please visit their privacy policy.
- *Marketing communications*. If you sign up to receive emails from us, you will provide us with your first and last name, and your email address. To unsubscribe from our marketing emails, you can click the unsubscribe link included in the footer of our emails. If you opt in to receive text communications from us, you can unsubscribe at any time by texting STOP to the message you received. These texts are processed through Audience Access. For more information on their privacy practices, please visit their privacy policy.
- *Employee telephone communications*. We use the Ring4 virtual telecommunications system to contact and provide alerts to our musicians and staff. No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. For more information on Ring4's privacy practices, please visit their privacy policy.
- *Careers*. If you apply for a job with us through the Careers page of our Site, you will be redirected to the CAPA jobs portal, where you will provide your name, email address, phone number, mailing address, and other information related to the position you are applying for.

Personal Data as You Navigate Our Site

We automatically collect certain personal data through your use of our Site and our use of cookies and other tracking technologies, such as the following:

- *Usage Information*. For example, the pages on the Site you access, the frequency of access, and what you click on while on the Site.
- *Device Information.* For example, hardware model, operating system, application version number, and browser.
- *Mobile Device Information*. Aggregated information about whether the Site is accessed via a mobile device or tablet, the device type, and the carrier.
- *Location Information*. Non-specific geolocation information from Site visitors on a city-regional basis.

For more information on our cookie usage see our "**COOKIES AND OTHER TRACKING TECHNOLOGIES**" section below.

Personal Data We Collect About You from Other Sources

In some cases, we may receive personal data about you from other sources. This can include, for example, advertising networks, operating systems and platforms, mailing list providers, and social networks.

2. HOW WE USE YOUR PERSONAL DATA

In addition to the purposes stated above, we may use all the personal data we collect in accordance with applicable law such as to:

- Maintain and improve our Site;
- Protect the security and integrity of our Site;
- Investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, or violations of our terms, and to otherwise fulfill our legal obligations;
- Monitor compliance with and enforce this Privacy Policy and any applicable agreements and policies;
- Defend our legal rights and the rights of others;
- Fulfill any other purposes for which you provide it;
- For any purpose that is reasonably necessary to or compatible with the original purpose for which we collected the personal data as disclosed to you; and
- Comply with applicable law.

3. HOW WE SHARE YOUR PERSONAL DATA

We may share the personal data that we collect about you in the following ways:

- With vendors who perform data or Site-related services on our behalf (e.g., email, hosting, maintenance, backup, analysis, payment, etc.);
- To the extent that we are required to do so by law;
- With vendors to prepare, deploy, and analyze advertising content;
- In connection with any legal proceedings or prospective legal proceedings;
- To establish, exercise, or defend our or a third party's legal rights, including providing information to others for the purposes of fraud prevention;
- With any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal data where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal data;
- With any other person or entity as part of any business or asset sale, equity transaction, merger, acquisition, bankruptcy, liquidation, or similar proceeding, or in preparation for any of these events and that person or entity may use your personal data for their own purposes;
- With any other person or entity where you consent to the disclosure; and
- For any other purpose disclosed by us when you provide the personal data or for any other purpose we deem necessary, including to protect the health or safety of others.

4. COOKIES AND OTHER TRACKING TECHNOLOGIES

How We Use Cookies

Like many other companies, we use cookies and other tracking technologies (collectively, "Cookies"). Cookies are small files of information that are stored by your web browser software on your computer hard drive, mobile, or other devices.

We use Cookies to:

- Estimate audience size and usage patterns;
- Understand and save your preferences for future visits, allowing us to customize the Site to your individual needs;
- Advertise new content and services that relate to your interests;
- Keep track of advertisements and search engine results;
- Provide security and protection from spam and bots;
- Compile aggregate data about site traffic and site interactions to resolve issues and offer better site experiences and tools in the future; and
- Recognize when you return to the Site.

We set some Cookies ourselves, while separate entities set other Cookies. We use Cookies other entities set to provide us with useful information, to help us improve our Site, to conduct advertising, and to analyze the effectiveness of advertising. One analytics service whose cookies we use is Google Analytics.

We use Google Analytics, a web analytics service provided by Google, Inc. Google Analytics uses Cookies or other tracking technologies to help us analyze how users interact with the Site and Services, compile reports on their activity, and provide other services related to their activity and usage. The technologies used by Google may collect information such as your IP address, time of visit, whether you are a returning visitor, and any referring website. The information generated by Google Analytics will be transmitted to and stored by Google and will be subject to Google's privacy policies. To learn more about Google's partner services and to learn how to opt-out of tracking of analytics by Google, click here.

How You Can Opt Out of Cookies

When you first visit our Site, we will present you with a banner that offers you choices about whether to accept or reject nonessential cookies or tracking technologies. If you wish to change your Cookie preferences, you can do so by clicking "Cookie Choices" in the footer of the page.

You can also block Cookies by changing your Internet browser settings to refuse all or some Cookies. If you choose to block all Cookies (including essential Cookies) you may not be able to access all or parts of the Site. Learn more about Cookies and how to manage them by visiting www.AboutCookies.org or www.allaboutcookies.org.

5. UNIVERSAL OPT-OUT MECHANISMS (UOOMS)

We do not fall under the scope of state data privacy laws that require recognition of the Global Privacy Control ("GPC") signal. Because of this, the Site does not currently interpret, respond to, or alter its practices when it receives a GPC or other UOOMs.

Similarly, some internet browsers incorporate a "Do Not Track" feature that signals to websites you visit that you do not want to have your online activity tracked. Given that there is not a uniform way that browsers communicate the "Do Not Track" signal, the Site does not currently interpret, respond to, or alter its practices when it receives "Do Not Track" signals.

6. SECURITY

We maintain commercially reasonable security measures to protect the personal data we collect and store from loss, misuse, destruction, or unauthorized access. However, no security measure or modality of data transmission over the Internet is 100% secure. Although we strive to use commercially acceptable means to protect your personal data, we cannot guarantee absolute security.

7. DATA RETENTION

We retain your personal data for as long as necessary to fulfill the purposes for which we collect it, such as to provide you with the service you have requested, and for the purpose of satisfying any legal, accounting, contractual, or reporting requirements that apply to us.

8. THIRD-PARTY LINKS

The Site may contain links that will let you leave the Site and access another website. Linked websites are not under our control. We accept no responsibility or liability for these other websites.

9. CHILDREN'S PRIVACY

Except for the CSO Kids Website, the Site is not intended for children under 16 years of age and we do not knowingly collect, use, or disclose personal data from children under 16. For more information, please review our Children's Online Privacy Policy.

10. YOUR PRIVACY RIGHTS – UNITED STATES

Depending on the state in which you reside, you may have certain privacy rights regarding your personal data. For example, Colorado, Delaware, Oregon, and New Jersey have passed privacy laws that apply to nonprofit organizations. However, our data and business practices do not meet the activity levels required for these laws to apply to the CSO. Regardless, we follow certain privacy and data security best practices to protect your data.

We use Cookies to display advertisements about our products to you on nonaffiliated websites, applications, and online services. We do not use personal data for profiling in furtherance of decisions that produce legal or similarly significant effects concerning individuals.

11. ACCESSIBILITY

We are committed to ensuring this Privacy Policy is accessible to individuals with disabilities. If you wish to access this Privacy Policy in an alternative format, please click here.

12. HOW TO CONTACT US

To contact us for questions or concerns about our privacy policies or practices, you may reach us through the following methods:

Email:
Compliance@columbussymphony.com

Call:
(614) 228-9600

Mail:
Columbus Symphony Orchestra
55 East State Street
Columbus, OH 43215