

Ro Cham Beau

3321 Michigan Avenue · Detroit, Michigan
info@rochambeau.club

Privacy Policy

Effective date: July 1, 2026

We collect a limited amount of personal information in connection with ticket purchases, event communications, website usage, email subscriptions, and advertising measurement.

What We Collect

When you purchase a ticket through our ticketing platform (Ticket Tailor), we receive your name, email address, and billing information. Payment card data is processed directly by our payment processor and is not stored by us.

If you contact us directly, we may retain your name and contact information. If you subscribe to our mailing list, your email address and related subscription information may be processed through Mailchimp.

Our website may collect standard usage data through analytics tools — pages visited, browser type, and similar technical information. This data is aggregated and not linked to individual identities. Our website may also use advertising measurement tools, including Meta Pixel, which may collect information such as pages visited, event pages viewed, browser and device information, IP address, and interactions with our website.

How We Use It

We use your information to:

- Fulfill ticket purchases and send order confirmations
- Send occasional updates about upcoming programming, if you have opted in
- Respond to inquiries
- Send transactional messages about ticket purchases, events, schedule changes, or cancellations
- Measure website and event-page activity
- Understand the effectiveness of advertising and create audiences for future advertising

We do not sell, rent, or trade your personal information to third parties. We may use customer contact information from ticketing or payment platforms to send transactional messages about purchases, events, schedule changes, or cancellations. We send marketing emails only to people who have subscribed or otherwise opted in to receive them.

Who We Share It With

We share information only with service providers who help us operate the venue and website, including our ticketing platform (Ticket Tailor), payment processors (Stripe and Square), email marketing platform (Mailchimp), analytics providers, and advertising measurement tools such as Meta Pixel.

We may disclose information if required by law or to protect the rights and safety of Ro Cham Beau, its staff, or patrons.

How Long We Keep It

We retain ticket purchase records for as long as reasonably necessary for business, accounting, and legal purposes. Mailing list data is retained in Mailchimp until you unsubscribe or request deletion. You may request deletion of your information at any time by contacting us.

Your Choices

You may opt out of marketing emails at any time using the unsubscribe link in any email we send. To request access to, correction of, or deletion of your personal information, contact us at info@rochambeau.club. We will respond within a reasonable time.

If you sign up for our mailing list, your email address and related subscription information are processed through Mailchimp. We use Mailchimp to send occasional updates about upcoming events and Ro Cham Beau news. You may unsubscribe at any time using the unsubscribe link in any email we send.

Cookies and Analytics

Our website may use cookies or similar tracking technologies to understand how visitors use the site, measure event-page activity, and support advertising measurement. These tools may include analytics services and Meta Pixel. You can disable cookies through your browser settings. Third-party services operate under their own privacy policies.

We do not use Meta Pixel to collect payment card information, and we do not intentionally send Meta sensitive personal information. Ticket purchases are handled through Ticket Tailor and its checkout system.

Meta may use information collected through Meta Pixel according to its own privacy policy and business tools terms. You can manage certain advertising preferences through your browser settings, cookie settings, and Meta's ad preference tools.

Children

Our venue is open to patrons of all ages, but our website and ticketing system are not directed at children under 13. We do not knowingly collect personal information from children under 13.

Changes to This Policy

We may update this policy from time to time. Material changes will be noted with a revised effective date. Continued use of our services after any update constitutes acceptance of the revised policy.

Contact

Questions about this policy can be directed to:

Ro Cham Beau, LLC
3321 Michigan Avenue
Detroit, Michigan 48216
info@rochambeau.club

This policy does not constitute legal advice. If you have specific concerns about data privacy compliance, consult a qualified attorney.