

Privacy Policy

Effective date: June 3, 2026

Who we are

Three Bone Theatre is a nonprofit theatre company located in Charlotte, North Carolina. This policy describes how we collect, use, and protect personal information.

Information we collect

We collect personal information when you purchase a ticket or make a donation. This may include your name, mailing address, email address, and phone number. Payment card details are processed by our secure payment processor and are not stored by us.

How we use your information

We use your information to process transactions, send order confirmations and receipts, provide customer service, and communicate with you about upcoming productions and events.

Text messaging

We use SMS communications solely to correspond with organizations and individuals regarding venue rental inquiries and arrangements. We also use SMS communications to communicate rehearsal and production details with actors and others working on a production. We do not send promotional or marketing text messages to ticket buyers or donors. Recipients of SMS messages may opt out at any time by replying STOP.

How we protect your information

Your data is stored in an encrypted customer relationship management (CRM) system. We use industry-standard security measures to protect your personal information from unauthorized access, disclosure, or misuse.

Data sharing

We do not sell, rent, trade, or otherwise share your personal information with third parties for marketing or promotional purposes. Your information may be shared only as required by law or to process your transactions (e.g., payment processors).

Mobile opt-in and consent data are never shared with any third party for any purpose. This exclusion applies regardless of any other information-sharing circumstances described in this policy.

Three Bone Theatre messaging terms and conditions

Message types: Informational messages related to venue rental inquiries, production communications with cast and production staff, and general support messaging.

Message frequency: Message frequency varies.

Rates: Message and data rates may apply.

Opt out: Reply STOP to opt out of SMS messages.

Help: Reply HELP for help or contact us at info@threebonetheatre.com or 704-559-9051.

1. Message types include informational messages related to venue rental inquiries and arrangements, and production-related communications with actors and production staff. The messaging program also consists of general conversational messaging to answer questions and provide support.
2. You can cancel the SMS service at any time. Just text 'STOP' to the phone number from which you received messages. After you send the SMS message 'STOP' to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just sign up as you did the first time and we will start sending SMS messages to you again.
3. If you are experiencing issues with the messaging program you can reply with the keyword HELP for more assistance, or you can get help directly at info@threebonetheatre.com or 704-559-9051.
4. Carriers are not liable for delayed or undelivered messages.
5. Message and data rates may apply for any messages sent to you from us and to us from you. Message frequency varies. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.
6. If you have any questions regarding privacy, please refer to the rest of this privacy policy.

Your choices

You may request to update, correct, or delete your personal information by contacting us at the email or address below. You may also opt out of email communications at any time.

Contact us

Three Bone Theatre
1545 W. Trade Street, Charlotte, NC 28216
info@threebonetheatre.com
704.559.9051

This policy may be updated periodically. Continued use of our services constitutes acceptance of any changes.