



# Our Privacy Policy

## **Subrang Arts respects your privacy**

Subrang Arts is a registered Charity No. 1162694

We are committed to protecting your privacy and will only use your personal information in accordance with the Data Protection Act 1998 (DPA), Privacy and Electronic Communications Regulations (PECR), General Data Protection Regulation 25 May 2018 (GDPR) and other relevant legislation.

Our Privacy Policy is set out below: please read it with care as it describes how we will process your data.

## **Data Security and Storage**

We collect and store personal and non-personal data that you may volunteer as part of attending our events, visitor surveys, donation forms or in connection with a specific project or event.

Personal information we collect may include:

- Your full name and title and date of birth
- Postal address, email address and phone number

Non-personal information we collect includes: IP addresses (the location of the computer on the internet) and web pages accessed. This helps us to determine how many people use our website, how regularly they visit, and how popular our webpages are. This information does not tell us anything about who you are or where you live, but it does help us monitor and improve our service.

We store personal data under strict safekeeping and confidentiality measures on secure servers . Only authorised Subrang Arts staff who need to process your data will have access to it.

By disclosing your personal information to us via [info@subrangarts.co.uk](mailto:info@subrangarts.co.uk), by phone or in writing, you are giving us your consent to collect, store and process your personal information in the manner described in this Notice. The information we hold will be accurate and up-to-date within our knowledge.

While we cannot ensure or guarantee that loss, misuse or alteration of data will not occur when it is under our control, we use our best efforts to try to prevent this.

Unfortunately, the transmission of data across the internet is not completely secure and while we do our best to try to protect the security of your information we cannot ensure or guarantee that loss, misuse or alteration of data will not occur while data is being transferred.

If you have any questions regarding the Privacy Notice or your information, please email: [info@subrangarts.co.uk](mailto:info@subrangarts.co.uk) or write to Subrang Arts, 43 Brancaster Lane, Purley, Surrey, CR8 1HJ

We will use the information you provide to:

- Process donations or other payments and verify financial transactions
- Fulfil your requests – such as applications donations, participation in campaigns and provision of information
- Identify visitors and contributors
- Handle and deliver orders and communicate with you about them
- Provide a personalised service to you when you visit our website. This could include customising the content and/or layout of our pages for individual users
- Record any contact we have with you
- Prevent or detect fraud or abuses of our website and enable third parties to carry out technical, logistical or other functions on our behalf in relation to prevention and detection
- Carry out research on the demographics, interests and behaviour of our users and supporters to help Subrang Arts gain a better understanding of them and to enable us to improve our service. This research is usually carried out internally by our employees unless we notify you otherwise and have your prior consent.
- Communicate with our customers and supporters

And only with your consent, provide you with information that we think may be of interest to you.

### Sharing information

We do not share or sell your personal information for other organisations to use for their own purposes

### Fundraising support for Subrang Arts

When fundraising, we may undertake research to explore shared interests with potential supporters. We will not use third-party profiling companies but may use profiling and screening techniques ourselves to analyse your personal data and create a profile of your interests and preferences. We may also make use of additional information about you

including where you live, your age and similar demographics, and any publicly-available information.

We want to contact you only when it may be relevant. By better understanding the background of our supporters we are able to make only the most appropriate requests for gifts that will help us continue to make learning programmes for children created by the most talented artists, develop talent and make live theatre accessible to children with wide ranging additional needs and from all backgrounds.

#### Children and Vulnerable Adults

We are committed to safeguarding children, young people and vulnerable adults.

If you are aged 16 or under, please obtain your parent / guardian's permission every time before you provide any personal information; we will always require their signature on any documentation when you sign up to a Subrang Arts project or are contracted to perform with us. We will always require the carer's signature on similar documentation relating to vulnerable adults.

You can opt-in to receive communication about some or all aspects of Subrang Arts and our work and how you wish to communicate with Subrang Arts including by email, post, telephone or text.

You can update your permission preferences or stop Subrang Arts communication at any time.

You can easily update your personal information and communications preferences, or unsubscribe, at any time in the following ways:

- clicking on the 'unsubscribe' link within a newsletter or within an email
- by emailing us at [info@subrangarts.co.uk](mailto:info@subrangarts.co.uk)

#### External links

Our website contains links to other sites whose information practice may be different to ours. You should consult other sites' privacy notices as we have no control over information that is submitted to or collected by third parties. Furthermore we cannot guarantee the privacy of personal information you transmit over the web or that may be collectable in transit by others.

#### Access to and deletion of your personal data held by Subrang Arts

You have the right to ask for a free copy of the personal information that we hold about you. Please direct all requests to [info@subrangarts.co.uk](mailto:info@subrangarts.co.uk)

You have the right to complain to the Information Commissioner's Office if we have not been able to satisfactorily resolve a problem about our handling of your personal information. For more information about your Data Protection rights, please visit the website of the Information Commissioner's Office at [ico.org.uk](http://ico.org.uk)

Updated: 22 May 2018

