

# Privacy Policy

We are committed to protecting your personal information and being transparent about what information we hold about you. Using personal information allows us to develop a better understanding of our patrons and in turn to provide you with relevant and timely information about the work that we do – both on and off stage. As a charity, it also helps us to engage with potential donors and supporters. The purpose of this policy is to give you a clear explanation about how we collect and use the information collected from you directly and from third parties. We use your information in accordance with all applicable laws concerning the protection of personal information (which includes, from 25 May 2018, the General Data Protection Regulation (Regulation (EU) 2016/679) and all related data protection legislation having effect in the United Kingdom from time to time) and are responsible as 'controller' of that personal information for the purpose of those laws ("Data Protection Laws").

This policy explains:

- What information we may collect about you;
- How we may use that information;
- In what situations we may disclose your details to third parties;
- Information about how we keep your personal information secure, how we maintain it for and your rights to be able to access it.

## Information collection

We collect various types of information and in a number of ways. We collect personal data in relation to our employees, trustees, volunteers, members, service users and other members of the public to enable it to provide services and activities. Parental consent is sought in relation to any young person participating.

## Sensitive personal data

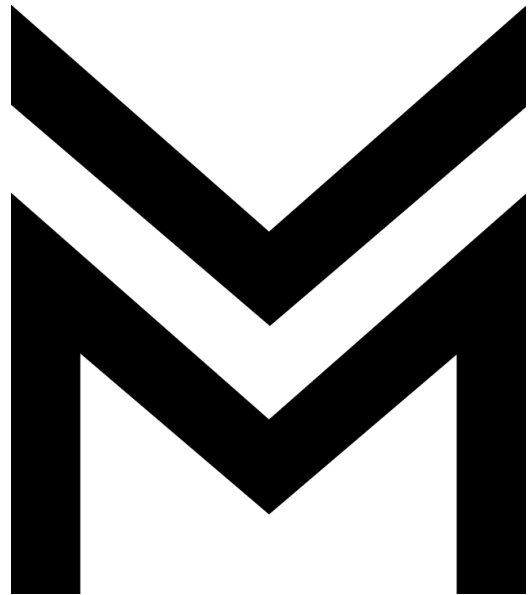
The Data Protection Laws recognise that certain categories of personal information are more sensitive such as health information, race, religious beliefs and political opinions. We do not usually collect this type of information about our patrons and other third parties unless there is a clear reason for doing so. For example, we ask for access requirements from audience members so that provision can be made. We also collect health information about our participants in our workshops and productions so that we have details in case of ill health or emergency whilst participating in a workshop or production. See Data Protection Policy for more details.

## Legal basis

There are three bases under which we may process your data:

Contract purposes:

When you make a purchase from us, donate to us or apply to participate/volunteer in our events you are entering into a contract with us. In order to perform this contract, we need to process and store your data. For example, we may need to contact you by email or



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telephone in the case of cancellation of a show, or in the case of problems with your payment.

We will also process and store your data if you have entered into a contract with the organisation as a third party.

Legitimate organisational interests:

In certain situations, we collect and process your personal data for purposes that are in our legitimate organisational interests. However, we only do this if there is no overriding prejudice to you by using your personal information in this way. We describe below all situations where we may use this basis for processing.

With your explicit consent:

For any situations where the two bases above are not appropriate, we will instead ask for your explicit consent before using your personal information in that specific situation.

### **Marketing communications**

We aim to communicate with you about the work we do in ways that you find relevant, timely and respectful. To do this we use data that we have stored about you, such as what events you have booked for in the past, as well as any preferences you may have told us about. We use our legitimate organisational interest as the legal basis for communications by post, telephone and email. Before contacting individuals by telephone, we always check the telephone preference service.

In the case of postal mailings, you may object to receiving these at any time using the contact details at the end of this policy.

In the case of email, we will give you an opportunity to opt out of receiving them the first time you create your account with us. If you do not opt out, we will provide you with an option to unsubscribe in every email that we subsequently send you, or you can alternatively use the contact details at the end of this policy.

We may also contact you about our fundraising initiatives by telephone or post on the basis of our legitimate organisational interest. We will always get your express consent to contact you by email regarding fundraising.

### **Other processing activities**

In addition to marketing communications, we also process personal information in the following ways that are within our legitimate organisational interests:

To allow us to improve our services;

We may analyse data we hold about you to ensure that the content and timing of communications that we send you are as relevant to you as possible. We may analyse data we hold about you in order to identify and prevent fraud;

We may take photos and/or film shows and other events which you attend and use these for promotional purposes. If you do not wish to be included, please contact us. We will however seek express consent for any photos/filming from participants.

In all the above cases we will always keep your rights and interests at the forefront to ensure they are not overridden by your own interests or fundamental rights and freedoms. You have the right to object to any of this processing at any time. If you wish to do this, please use the contact details at the end of this policy. Please bear in mind that if you object this may affect our ability to carry out tasks above that are for your benefit.

### **Third parties**

There are certain circumstances under which we may disclose your personal information to third parties. These are as follows:

To our own service providers who process data on our behalf and on our instructions. In these cases, we require that these third parties comply strictly with our instructions and with Data Protection Laws, for example around security of personal data.

Where we are under a duty to disclose your personal information in order to comply with any regulatory or legal obligation. This includes when there is a safeguarding risk. See Safeguarding Policy for more details.

We may share anonymised, pseudonymised and non-personal information with funders.

To the best of our knowledge, understanding and belief your personal information will not otherwise be transferred outside of the EEA or to any country not approved by the European Commission.

### **Website links**

Our website, may from time to time, contain links to and from partners', advertisers', affiliates' and social network sites. If you follow a link to any of these websites, please note that these sites have their own privacy policies and that we do not accept responsibility or liability for those policies. Please check those privacy policies before you submit any personal data to those websites as they may not be on the same terms as ours.

### **Maintaining your personal information**

Volunteer and participant personal data is generally stored for 7 years. If we have a legitimate organisational interest in holding such data for a longer period of time then we will do so, however no data is kept for any longer than is reasonably necessary and always subject to the principle of data minimisation.

If there are aspects of your record that are inaccurate or that you would like to remove, please use the contact details at the end of this policy. Any objections you make to any processing of your data will be stored against your record on our system so that we can comply with your requests.

### **Security of your personal information**

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your personal information will do so only in an authorised manner and are subject to a duty of confidentiality.

We will always store your digital information on secure servers. Unfortunately, however, the transmission of information via the internet is not completely secure. Although we will do our best to protect your information, we cannot guarantee the security of your information transmitted to our website or otherwise to our servers (such as by email). Any such transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

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Your rights to your personal information:

Under the Data Protection Laws, you have a number of important rights free of charge. In summary, those include rights to:

- Fair processing of information and transparency over how we use your personal information;
- Access to your personal information and to certain other supplementary information that this Privacy Policy is already designed to address;
- Require us to correct any mistakes in your information which we hold;
- Require the erasure of personal information concerning you in certain situations;
- Receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations;
- Object at any time to processing of personal information concerning you for direct marketing;
- Object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you;
- Object in certain other situations to our continued processing of your personal information; and otherwise restrict our processing of your personal information in certain circumstances.

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals' rights under the General Data Protection Regulation.

If you would like to exercise any of those rights, please:

- Email, call or write to Amanda Watkinson, our Data Protection Officer;
- Let us have enough information to identify you;
- Let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill); and
- Let us know the information to which your request relates.

If you would like to unsubscribe from any marketing emails you can also click on the 'unsubscribe' button at the bottom of the email.

### **How to complain**

We hope that our Data Protection Officer can resolve any query or concern you raise about our use of your information. You may also use our complaints procedure.

The Data Protection Laws also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

Please contact our Data Protection Officer if you have any questions about this Privacy Policy or the information, we hold about you. If you wish to contact our Data Protection Officer, please send an email to [info@movemomentum.co.uk](mailto:info@movemomentum.co.uk) write to Momentum, UNIT 12, Winnall Valley Road, Winchester SO23 0LD.

We are committed to reviewing our privacy policy annually.

This policy was last reviewed and approved by the Board of Trustees on 30/10/19