

## **Wysing Arts Charity Ltd – Privacy Policy**

Wysing Arts Charity Ltd (Wysing) is committed to protecting and respecting your privacy. For the purposes of the General Data Protection Regulations (GDPR) and any subsequent UK legislation covering data protection the Data Controller is Wysing Arts Charity Ltd.

This Policy sets out why we collect personal information about individuals and how we use that information. It explains the legal basis for this and the rights you have over the way your information is used.

This Policy covers Wysing in relation to the collection and use of the information you give us. We may change this Policy from time to time. If we make any significant changes we will advertise this on the website or contact you directly with the information. Please check this policy occasionally to make sure you are happy with any changes.

If you have any questions about this Policy or concerning your personal information please contact the Deputy Director/Head of Operations at [info@wysingartscentre.org](mailto:info@wysingartscentre.org) or by post to Wysing Arts Centre, Fox Road, Bourn, Cambridgeshire, CB23 2TX.

### **What type of personal information we collect and how we collect it**

The type and amount of information we collect depends on why you are providing it.

- If you are an applicant for either an opportunity or job, the information you are asked to provide is as set out in the application and necessary for the purposes of considering the application. We use Submittable as a portal to gather this information.
- During the process of reviewing applicants, we collect information during interviews and complete analysis to determine the successful candidate. (We also have a Privacy Notice – Staff, for employees of Wysing).
- Artists and contributors attending Wysing (e.g. to rent a studio, for a residency, for a workshop or to contribute to an event) are asked to complete a registration form which asks for the event, its date(s), your name, preferred pronoun, contact details, employment status, insurance details, emergency contact details, dietary information, health issues or allergies and signature. In some cases, we may ask you for bank details to make payments to you. In some cases, this information is passed on to third parties where we have programming partners (e.g. Syllabus)
- We may also collect bank details from other individuals who use personal bank accounts for business payments. Bank details are stored with Lloyds for the purposes of on-line banking and on our cloud-based accounting system (Xero) and retained on copies of supplier invoices.
- If an artist or contributor from outside the UK is sponsored by Wysing to attend a residency or event we also ask for home address and a copy of your passport so that we can use these details to obtain a sponsorship certificate for you.
- If you attend one of our events, we ask you for your name and email address to process registration. Where payment is taken for the event and/or associated transport we also

require your address and payment card to process payment. We use Eventbrite to process registration and any payment required.

- If a child attends one of our half-term workshops we ask for emergency contact information from the parent or guardian which requires participant name, parent or guardian name, address, emergency contact information, participant date of birth, school year group, information on any allergies and/or medical conditions, medication, other critical information regarding the participant's physical/emotional well-being and if you agree to the child being treated by a doctor/ hospital in the case of an emergency.
- If you are a member of the Circuit programme we collect contact and registration information (name, email, phone number, preferred pronoun, emergency contact, employment status and dietary requirements).
- If you make a donation or buy any items from our online shop or onsite we ask you for your name, email, address and payment information to process payment and either you or we will enter these details into Paypal to process payment. This information may also be entered on a gift aid declaration form if you allow us to claim gift aid on your donation.
- We collect contact information from Trustees and other volunteers (name, address, email, phone numbers and start date) so we can fulfil our obligations to them.
- If you wish to hire the Wysing company van we will ask you for marital status, date of birth, occupation, information on your driving history, signature and a copy of your driving licence. Some of this information may be passed on to our insurers to fulfil our contract with them.
- If you have signed up to receive our ebulletins we ask you for your name, email address, postcode, if you are an arts professional and if you are interested in becoming a supporter.
- If you have signed up to receive any of our emails (e.g. press, education or circuit) we have collected your name, email and organisation if relevant. We use mailchimp to process and distribute our ebulletins and emails.
- If you have signed a media permissions consent form we have collected your name, address and telephone and details of the event that is being recorded.
- We have collected mailing addresses from people that we think are interested in our exhibition programme to send them flyers to advertise upcoming exhibitions and events. This information is sent to the company that do our mailouts for us.
- We also collect personal information during the course of our business activities, e.g. the email of a useful contact.
- The information we collect when you make an enquiry includes your name, email address and phone number.

### **Where we collect information from**

We collect information:

- (1) From you when you give it to us directly: You may provide your details when you ask us for information or when you are applying for an opportunity, to volunteer, to attend Wysing for a residency or event etc or you contact us for any other reason. Your information may be collected by a system that we use to collect this information e.g. Submittable, Paypal, Eventbrite and Mailchimp, but we ensure these organisations are also GDPR compliant.
- (2) When you have given other organisations permission to share it: Your information may be provided to us by other organisations if you have given them your permission. This might for example be an organisation that Wysing is working in partnership with. They should only do so in the way they have set out in their own Privacy Policy which you should check when you give your details.
- (3) When it is available on social media: Depending on your settings or the privacy policies applying for social media and messaging services you use, like Facebook, Instagram or Twitter, you might give us permission to access information from those accounts or services.

### **How we use your information**

We will use your personal information in several ways which reflect the legal basis applying to processing of your data. These may include:

- processing applications for jobs or opportunities
- providing you with the event or opportunity you have booked for or successfully applied for
- processing any payment due to or from us
- processing donations you make, including processing for Gift Aid purposes
- organising volunteering activity you have told us you want to be involved in
- sending you communications with your consent that may be of interest including marketing information about our activities, opportunities, campaigns and appeals asking for donations and other fundraising activities for which we seek support
- sending you postal communications about events you may be interested in
- when necessary for carrying out your obligations under any contract between us
- maintaining our organisational records and ensuring we know how you prefer to be contacted
- to allow us to use photography, audio or film recording of you in the purposes to which you have agreed.

### **Our legal basis for processing your information**

The use of your information for the purposes set out above is lawful because one or more of the following applies:

- Where you have provided information to us for the purposes of requesting information or receiving information, we will proceed on the basis that you have given consent to us using the information for that purpose, based on the way that you provided the information to us, for example when we send out ebulletins we proceed on the basis that you have given us consent on the sign-up form to use your personal data to send these to you. You may withdraw consent at any time by emailing us at [info@wysingartscentre.org](mailto:info@wysingartscentre.org). This will not affect the lawfulness of processing of your information prior to your withdrawal of consent being received and actioned.
- Where you have provided information either on your allergies and/or medical conditions, or emergency contact information where you are a parent/guardian of a participant of a half-term

workshop, we have obtained your consent that we can hold this information on you or your child.

- It is necessary for us to hold and use your information so that we can carry out our obligations under a contract entered into with you or to take steps you ask us to prior to entering into a contract. (e.g. To complete Studio lease agreements, to take or receive payment and to process donations.)
- It is necessary to comply with our legal obligations. We are required to comply with relevant law and regulations when processing employment opportunities, during your employment, when hiring our van and when you register for our opportunities (e.g. provision of information on any insurance claims).
- Where the purpose of our processing is the provision of information to you, we may also rely on the fact that it is necessary for your legitimate interests that we provide the information or service requested, and given that you have made the request, would presume that there is no prejudice to you in our fulfilling your request.
- We also rely on the fact that it is necessary for your legitimate interests that we
  - process the personal data you have provided in applications for artistic opportunities as you have applied for these.
  - process the personal data you have provided when you register for an event, residency or other artistic opportunity you are attending as an artist, contributor or audience member as you have applied for these.
  - hold contact information on our Trustees so that we can fulfil our obligations to our Trustees.
  - send out mailouts on our activities and events to those that have attended an event in the past, we have come into contact whilst conducting Wysing business or we think would be interested in them based on their job role.

If you want to contact us about your marketing preferences, please contact [info@wysingartscentre.org](mailto:info@wysingartscentre.org).

### **How we keep your information safe**

We understand the importance of security of your personal information and take appropriate steps to safeguard it.

Paper copies of personal data are kept in locked cabinets and the keys are kept in the safe. All our systems are password protected with some data access appropriately restricted to the senior management team. Application passwords are only available to those that require access.

We always ensure only authorised persons have access to your information and that everyone who has access is appropriately trained to manage your information.

No data transmission over the internet can however be guaranteed to be 100% secure. So, while we strive to safeguard your information, we cannot guarantee the security of any information you provide online and you do this at your own risk.

We destroy any personal data (paper and electronic) that is no longer required either because it is after the date that we need to keep it or because we just can't justify holding it (this includes electronic files).

### **Who else has access to your information?**

- Third parties who provide processing services for us, for example Paypal, Eventbrite, Mailchimp and Submittable and our mailout service. We select our third-party service providers with care. We provide these third parties with the information that is necessary to provide the service and we will have an agreement in place that requires them to operate with the same care over data protection or in the case of large service providers we have gained assurance that they are acting in accordance with GDPR.
- Third parties if we run an event or programme in conjunction with them (e.g. Syllabus) We will let you know how your data is used when you register for these events or programmes.
- Analytics and search engine providers that help us to improve our website and its use. Although analytics information is anonymised.

Owing to matters such as financial or technical considerations the information you provide to us may be transferred to countries outside the European Economic Area (EEA), which are not subject to the same data protection regulations as apply in the UK as some of the applications that we use are provided by companies based in the US. We meet our obligations under GDPR by ensuring that the information has equivalent protection as if it were being held within the EEA. We do this by ensuring that any third parties processing your data outside the EEA either benefits from an adequacy determination for GDPR purposes and/or, where appropriate, we have entered into a Data Processing Agreement which contains model EU clauses.

We may also disclose your personal information if we are required to do so under any legal obligation and may use external data for the purposes of fraud prevention and credit risk reduction, or where doing so would not infringe your rights, but is necessary and in the public interest.

Other than this, we will not share your information with other organisations without your consent.

### **Keeping your information up to date**

We really appreciate it if you let us know if your contact details change. You can do so by contacting us at [info@wysingartscentre.org](mailto:info@wysingartscentre.org)

### **Data breaches**

In the event of a data breach we will inform the relevant individuals and report the incident to the ICO and the Charity Commission.

### **Our use of “cookies”**

“Cookies” are small pieces of information sent by a web server to a web browser, which enable the server to collect information from the browser. We use cookies to enhance your experience and to anonymously collect data about your visit to the website. They are stored on your hard drive to allow our website to recognise you when you visit.

If you prefer not to receive cookies, you can adjust your internet browser to refuse cookies or to warn you when cookies are being used. This site will work more efficiently if receipt of cookies is enabled but it will still operate correctly if you disable cookies.

### **Children’s Information**

We appreciate that our users are of all ages. Where appropriate we will ask for consent from a parent or guardian to collect information about children (under 16s).

### **How long we keep your information for**

We will hold your personal information for as long as it is necessary for the relevant activity. By way of example, we hold payment details for six years after the year in which the transaction took place so we can fulfil our statutory obligations for tax purposes. Please see our Records Retention Policy.

Where we rely on your consent to contact you for direct marketing purposes, we will treat your consent as lasting only for as long as it is reasonable to do so. This will usually be for three years or when another relevant event occurs that causes us to re-evaluate this. We may periodically ask you to renew your consent.

If you ask us to stop contacting you with marketing or fundraising materials, we will keep a record of your contact details and limited information needed to ensure we comply with your request.

### **Your rights**

You have the right to request details of the processing activities that we carry out with your personal information through making a Subject Access Request. Such requests have to be made in writing, (no charge may be made under GDPR except in very limited circumstances which will be explained to you if relevant). More details about how to make a request, and the procedure to be followed, can be found in our Data Protection Policy. To make a request contact us at [info@wysingartscentre.org](mailto:info@wysingartscentre.org)

You also have the following rights: which will be introduced in the UK under the GDPR in May 2018:

- the right to request rectification of information that is inaccurate or out of date;
- the right to erasure of your information (known as the “right to be forgotten”);
- the right to restrict the way in which we are dealing with and using your information; and
- the right to request that your information be provided to you in a format that is secure and suitable for re-use (known as the “right to portability”);
- rights in relation to automated decision making and profiling including profiling for marketing purposes.

All of these rights are subject to certain safeguards and limits or exemptions, further details of which can be found in our Data Protection Policy. To exercise any of these rights, you should contact the Deputy Director/ Head of Operations at the above address.

If you are not happy with the way in which we have processed or dealt with your information, you can complain to the Information Commissioner’s Office. Further details about how to complain can be found [here](#).

### **Changes to this Privacy Policy**

This Policy may be changed from time to time. If we make any significant changes we will advertise this on our website or contact you directly with the information.

Do please check this Policy each time you consider giving your personal information to us.

*Version:*

*May 2018*

*To be reviewed:*

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