

**Garden Suburb Theatre**

**Privacy and Data Protection Policy**

**Version 3 dated 19th July 2021**

# Introduction

## Garden Suburb Theatre ("GST / We / Us") is committed to protecting the privacy of our membership and visitors to our website and the confidentiality of any personal information provided to us and committed to protecting and respecting your privacy.

## In this policy, refence to “you” or “your” are the data subject for the purposes of the General Data Protection Regulation 2018 (the “Act”), being an identifiable individual person about whom we hold personal data, and in the case of members of GST “you” or ”your” includes reference to your child or children when such child or children are taking part in GST activities as a result of your membership of GST.

* 1. This policy, together with our Member Data Protection Notice and any other documents referred to on it, sets out the basis on which any personal data we collect from you, or that you provide to us, will be held and processed by us. Please read the following carefully to understand our practices regarding your personal data and how we will treat it.
	2. For the purpose of the Act, the data controller is our Chair (save for limited purposes where the service we use for sending group emails to members (currently The Rocket Science Group LLC trading as Mailchimp) process customer information for their own business purposes (such as account management and billing) and for their data analytics project, in respect of which it is possible to opt out). Every email sent using such email services allows the recipient to unsubscribe from future emails.
	3. Our nominated representative for the purpose of the Act is our Chair.
1. **Information we may collect from you**

## We may collect and process the following data about you:

### Information that you provide by filling in forms:

#### on our website www.gardensuburbtheatre.org.uk (“our site”);

#### at auditions;

#### on the website of Ticketsource or any other ticket booking system we use from time to time; and

#### on our membership form.

This includes information provided at the time of registering to use our site, subscribing to our communications, posting material or requesting further information.

### A record of any correspondence if you contact us.

### Any surveys that we use for research purposes that we may ask you to complete (although you do not have to respond to them).

### Details of any transactions you carry out through our site or any other ticket booking system and of the fulfilment of your orders.

### Details of how you interact with our regular newsreels or other digital communications.

### Details of your visits to our site including, but not limited to, traffic data, location data, weblogs and other communication data and the resources that you access.

### If you are reclaiming expenses from GST, we prefer to pay you by bank transfer using details that you provide to us, but if you prefer we will pay you by cheque. Payment details are stored within our online banking system to allow repeat payments to be made, if you do not want these details to be held in the online banking system, please inform our treasurer when you submit expenses.

### During the audition process the casting team may ask to take a photograph of you. This will only be done if you give your permission and will not be held beyond the completion of the casting process.

### Our database does not include a store of photographs of members. If you participate in a show the programme may include a photograph unless you do not wish this to be included. Once programmes have been released to the general public you cannot withdraw permission to use the photographs. A copy of programmes will be included in the GST archives.

### Save where “you” are a child, in which case the provisions of GST’s Safeguarding Policy applies, if you take part in a show or other GST activities, you are deemed to give your permission for photographs or videos to be taken of you taking part in the performance, and for such photographs to be uploaded onto GST’s online archive of photographs or for such videos to be distributed to others involved in the production. Physical photographs may also be included in the GST archives. If you do not wish the photographs to be included in such digital or physical archives, please notify us accordingly in writing and we will remove them from the online or digital database. We can have no responsibility for any photographs downloaded from such digital archive by third parties or videos in the possession of third parties.

## Note that we will not collate any details provided via social media, including but not limited to Facebook, Twitter and Instagram. Following GST on any social media platform will not result in your details being added to our database. If you should at any time ask to be removed from our database we will not remove you from our social media pages. This will be within your control only.

1. **IP addresses**

The electronic systems we use may collect information about your computer, including where available your IP address, operating system and browser type, for system administration. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

1. **Cookies**
	1. For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on your browser or the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. Some of the cookies we use are essential for the site to operate. Cookies are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.
	2. Our site uses cookies. You may delete and block some or all of the cookies from our site, but parts of the site may not work. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies as soon as you visit our website and the websites of the companies we use for the booking of tickets.

# How we store your personal data

* 1. Any electronic payments for membership or ticket sales are initiated by you via your online banking or our ticket booking providers. Both of these have their own data protection policies. GST are not responsible for the privacy of any data handled by these sites. However, we do take reasonable steps to ensure we use ticket booking sites with reasonable privacy policies.
	2. No payments are made via our website and therefore we will not hold payment details but they will be stored on the online system of our bank.
	3. The information you provide to us is held in a secure database.
	4. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any 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.

# How we use your information

* 1. We use information held about you for our legitimate interests, which include, but is not limited to, the following ways:
1. To ensure that content from our site is presented in the most effective manner for you and for your computer.
2. To provide you with information that you request from us, or about auditions and events which we feel may interest you.
3. To keep you informed about everything that we are doing such as upcoming events, such as auditions that you may wish to participate in or shows you may wish to attend.
4. To be made available to GST’s directors and members of the production team of our productions, organisers of our events and members of our committees so they can ask you to participate in activities within GST.
5. Details will also be held for health and safety and safeguarding purposes.
	1. Although we may provide information from time to time about the activities of groups other than GST, we will not transfer your data to third parties without your consent, except for in the circumstances listed in paragraph 7.2 below.
	2. If you do not want us to use your data in this way, please tick the relevant box situated on the form on which we collect your data (the membership form OR via ticket sales).

# Disclosure of your information

## We may disclose your personal information to a director or any member of the production team of our of our productions or to the members of any of our committees.

* 1. We may disclose your personal information to third parties:
1. In the event that we transfer any of our activities or assets to another organisation.
2. If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and terms and conditions of supply and other agreements; or to protect the rights, property, or safety of GST, our members, customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

# Access to information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act.

# Your rights

* 1. Please let us know if your information changes as it is important that the personal information we hold about you is accurate and up to date.
	2. We will keep your information for a maximum of 7 years after you cease to be a member or have had no other dealings with us. We keep your information for this period because you may resume your connection with GST and take part again in our activities. However, you can ask us to remove your personal information from our records at any time and we will do so and stop sending you any further correspondence. At the end of this period you may be sent an email from us to have the option to remain on our database and mailing list. If you do not reply to this email your details will automatically be removed.
	3. You can opt out of our electronic newsletter at any time simply by clicking ‘unsubscribe’ at the bottom of the email.
	4. You have the right to request a copy of all the personal information we hold about you in a Subject Access Request. To do this, simply write to us at 61 Chandos Avenue, London N20 9EE or email membership@gardensuburbtheatre.org.uk We will take all reasonable steps to confirm your identity before providing you with details of any personal information we may hold about you.
	5. Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.
	6. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site or database, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

#  Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

#  Contact

## Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to membership@gardensuburbtheatre.org.uk

## You can also complain to the Information Commissioner’s Office if you are unhappy with how we have used your data. The ICO’s address is: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.