

Heald Green Theatre Company

Privacy Policy

Heald Green Theatre Privacy Policy May 2018

Heald Green Theatre fully respects your privacy and has always behaved responsibly with any personal information it holds. Heald Green Theatre takes every reasonable precaution to prevent loss, misuse, unauthorised access, unpermitted disclosure, alteration or destruction of your information.

What information do we collect about you?

The data we hold is that stated on your membership form.

- Your name
- Your postal address, email address and telephone number
- Details of your stated interests in being a member of the theatre

Why do we collect this information?

We collect this information for membership verification purposes so we can make contact for renewal of subscriptions and for communication about upcoming events and plays.

We collect your name and email address for keeping you up to date with theatre news via our newsletter.

What other information do you collect about me?

We do not collect or hold any other information about you e.g.: any medical, biometric, employment information, your age, ethnicity or religion.

However, we do collect the dates of birth and medical information of our younger members. This information is held in the strictest confidence by the leaders of the youth sections and is required so that we can make sure that our young people needs are met. The only time their information is shared is when the young people take part in Festivals or performances as we have to seek permission from the relevant local authority for them to take part.

With whom might we share any personal information?

Your information would only be shared with people within the society and on some occasions with outside directors with your permission. No information is shared with any other individual or third-party organisation other than that of young members as stated above. We do not “sell” our database to any third-party organisation.

Where is the information stored and who has access to it?

We store it safely on an Excel spreadsheet which is kept on the Treasurer’s computer and password secured. The Excel data is encrypted. The young member’s information is also stored on the youth theatre’s administrator’s computer and is password secured. In addition, the leaders of the youth groups hold paper files of the young people’s membership for easy access when teaching. No one else has access to these files.

In the case of the newsletter, the names and email addresses are stored in Mailchimp’s (www.mailchimp.com) database and it is used solely for the purpose of sending out newsletters and information when required. The current members of the executive that access this database are the Treasurer and the person with responsibility for publicity and marketing.

How long do we store this information?

We will continue to hold your recorded information each time you renew your membership and for two years after you let your membership lapse. The information on Mailchimp’s database will be held until we are advised of either a change of details or you unsubscribe. Any previous data is automatically overwritten / deleted from the database.

Do you collect my IP address when I visit your website?

We do not collect your IP Address when you visit our site. We do use cookies. A message is displayed when you first visit our site telling you that we collect cookies. A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer or mobile phone browser from a website's computer and is stored on your device. These cookies are used solely to monitor traffic levels on the site and its pages. We will not use cookies to collect personally

identifiable information about you. However, if you wish to restrict or block the cookies which are set by this website, or indeed any other website, you can do this through your browser settings. The Help function within your browser should tell you how.

What sort of security is employed in the case of theft?

As previously stated the excel spreadsheet in which information is stored is encrypted and password protected. The external USB storage on which a security backup is held is also encrypted and password protected.

Would I be informed if my data was stolen?

Yes you would. Any such theft would also be reported to the relevant authorities. As above, any such personal information that Heald Green Theatre holds is held in encrypted, password-controlled files.

How may I access the information you hold about me?

You are fully entitled to ask at any time for details of any information Heald Green Theatre may hold about you as an individual.

If I forward the Newsletter to a friend is my friend's data collected?

If you forward an email to a friend, we do not store your email address or your friend's email address, and no one is added to the theatre's Distribution. Heald Green Theatre does not have access to the email addresses used to share or receive that forwarded content.

How do I unsubscribe from the newsletter?

Easy – you simply click on the “unsubscribe” link which is at the foot of every newsletter. Your information will automatically be deleted and you will not be able to re-subscribe using the same email address. This is for your protection, if you hit the link by mistake and wish to re-subscribe you will need to use an alternative email address.