

HELEN CHADWICK SONG THEATRE PRIVACY STATEMENT

1. Introduction

This Privacy Notice explains the types of personal data we may collect about you when you interact with us. It also explains how we'll store and handle that data, and keep it safe.

2. What is Helen Chadwick Song Theatre?

Helen Chadwick is a sole trader business providing entertainment services. It is also a limited company.

3. Consent

In specific situations, we can collect and process your data with your consent. This may be when you have ticked a box to receive regular communications from us in a paper or electronic document or on our website. When collecting your personal data, we'll always make clear to you which data is necessary in connection with a particular service.

4. Legitimate interest

In specific situations, we require your data to pursue our legitimate interests in a way which might reasonably be expected as part of running our business and which does not materially impact your rights, freedom or interests.

5. When do we collect personal data?

- When you 'opt-in' to our mailing list.
- When you contact us to make enquiries

6. What sort of personal data do we collect?

- Copies of documents you provide us or signed contracts
- Your social media username, if you interact with us through those channels, to help us respond to your comments, questions or feedback.

7. Here's how we'll use your personal data and why:

- To perform any contract we've agreed with you. If we don't collect your personal data during this process, we won't be able to provide the required services and comply with our legal obligations.
- To respond to your queries or complaints. Handling the information you sent enables us to respond.
- If we send you relevant, personalised communications in relation to updates, offers, services etc, we'll do this on the basis of our legitimate business interest.
- With your consent, we will use your personal data to keep you informed by email about relevant shows and workshops including tours, discounts, events and so on.
- Of course, you are free to opt out of hearing from us at **any** time.
- We will treat your data with the utmost care and take all appropriate steps to protect it. Our computers and mobile devices are all password protected. We regularly monitor our systems for possible vulnerabilities and constantly review our security.

8. How long will we keep your personal data?

- Whenever we collect or process your personal data, we'll only keep it for as long as is necessary for the purpose for which it was collected.
- Her Majesty's Revenue and Customs (HMRC) requires us to keep records of contracts, payments and invoices for 7 years. We will therefore normally hold information of any contracts for this long.

9. Who do we share your personal data with?

- We do not and will not *ever* pass on your details or contact information to other parties or organisations.

10. Where your personal data may be processed

Unless we inform you otherwise your data will not be processed outside the UK.

11. What are your rights over personal data?

You have the right to request:

- Access to the personal data we hold about you, free of charge in most cases.
- The correction of your personal data when incorrect, out of date or incomplete.
- The right to deletion, for example when you withdraw consent, or object and we have no legitimate overriding interest, or once the purpose for which we hold the data has come to an end (such as the end of a warranty).

12. Direct marketing

You have the right to stop the use of your personal data for direct marketing activity through all channels, or selected channels. We must always comply with your request.

13. Contacting the Regulator

- If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).
- You can contact them by calling 0303 123 1113.
Or go online to www.ico.org.uk/concerns (opens in a new window; please note we can't be responsible for the content of external websites)
- If you are based outside the UK, you have the right to lodge your complaint with the relevant data protection regulator in your country of residence. Details can be found in Section 16.

14. If you live outside the UK

By using our services or providing your personal data to us, you expressly consent to the processing of your personal data by us or on our behalf. Of course, you still have the right to ask us not to process your data in certain ways, and if you do so, we will respect your wishes. We'll ensure that all steps are taken to prevent any third parties outside your country of residence using your personal data in any way that's not set out in this Privacy Notice. We'll also make sure we adequately protect the confidentiality and privacy of your personal data.

15. Any Questions?

We hope this Privacy Notice has been helpful in setting out the way we handle your personal data and your rights to control it.

If you have any questions that haven't been covered, please contact us on: romaine@helenchadwick.com

This notice was last updated on May 2018