

Derby Arts Festival: Privacy Notice

Derby Arts Festival (DAF) values the personal information you provide and would not want to use your personal data in a way that you would not expect. This Privacy Notice explains how we protect your privacy and how you control the use of your personal information. Having read this information, if you want to change the way in which we use your data or if you have a question about how your personal information is used, please contact the Data Protection Secretary, Derby Arts Festival via:

Email: Barbara Doar <barbara.doar@ntlworld.com>
Postal address: 56 Gisborne Crescent, Allestree, Derby DE22 2FL

Where and how we collect your personal information?

We collect personal information about you in several ways all associated with the smooth running of the Festival. These include: when you submit a paper entry, complete a 'Friends of DAF' form, or enter data on our website; when you accept a trophy from us; when you work with us in various capacities at the Festival (be it as a volunteer, adjudicator or accompanist) or when you contact us via phone, email or in person.

What personal information do we hold about you?

When you submit an entry or fill in a DAF-related form of any kind or make contact with us, we only require you to supply the information that we need to run or support the Festival.

For a Festival entry, we will normally ask you to provide us with:

- Your name and/or that of the entrant, where different, together with the entrant's date of birth
- Your contact details: address, phone number, email address

We need to collect dates of birth information for those classes which are age specific recognising that young people are legally able to provide consent after the age of 13 years. We will let you know when you contact us if there is any further information that we may need to be able to enter you for the annual Festival. Certain information is compulsory though we will tell you which information is optional.

In the case of a 'Friends of DAF' form, trophy guarantee form, volunteer application form or if you work with us as an adjudicator or accompanist, we normally ask you to provide:

- Your name, address, phone number, and email address

Cookies

Our aim is to improve the experience you have when you visit our website. As part of this process we use cookies. Cookies are small text files containing information about your browsing session e.g. which pages you visited. These are located in the browser directory. We aim to be honest and clear about your privacy when using our website.

Our legal basis for using your personal information

The following are four different legal bases that we rely on to use your personal information:

1. **Contract:** In most cases, the information we collect from you is necessary to allow us to enter you into the Festival, provide you with details of when and where to appear for classes and to notify you of any subsequent changes.
2. **Consent:** When you enter candidates online or on paper with us you will be invited to give us your consent to use your personal information. By opting in you are giving us your permission to process your data using consent as our legal basis. If you have given consent to our use of your personal information, you are entitled to withdraw this consent at any time.

3. **Legitimate Interests:** We have a legitimate interest in using your personal information e.g. to ensure that the content on our website is presented to you and your device as effectively as possible. If this is our reason for using your personal information, we must make sure that our interests do not override yours and you can object to this use of your personal information.
4. **Legal Obligation:** Lastly, we have a legal obligation to use your personal information where lawfully requested or required to do so by public authorities. This occurs:
 - where we need to share the information for the purposes of printing the programme, for Child Performance Licensing and associated exemptions
 - where we claim Gift Aid on 'Friends of DAF' monies (we are currently legally required to keep this data for 6 years)
 - for volunteer Criminal Record Checks through the British and International Federation of Festivals.

If you prefer a table, a description of the different types of personal information we process, the purpose of the processing and the legal basis for the processing is shown below:

Our use of your data	Legal basis for processing
To carry out our contract with you: enter you into the Festival and undertake the various steps leading up to, during and after the Festival; to employ you or engage you as a volunteer	Necessary for the performance of our contract with you or to take steps to enter into that contract
To create statistical information, internal analysis and customer group profiles to better manage and run our Festival	Our use of your data is necessary for our legitimate interests in ensuring that the service we provide to you is administered effectively
To monitor our website to ensure that it is functioning correctly and that you receive the correct information	Our use of your data is necessary for our legitimate interests in ensuring that the service we provide to you is administered effectively
To verify and protect your personal information when using our website	Our use of your data is necessary for our legitimate interests in ensuring that the service we provide to you is administered effectively
To provide data to public authorities where legally required.	We have a legal obligation to use your personal information where lawfully requested or required to do so by public authorities

Our legitimate interests and your right to object

Legitimate Interests means the interests of the Derby Arts Festival in conducting and managing our Festival to enable us to give you the best service and the best and most secure experience.

When we process your personal information for our legitimate interests, we make sure to consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws.

Whenever we process data for these purposes we will ensure that we always keep your Personal Data rights in high regard and take account of these rights. You have the right to object to this processing. If you wish to do so, please let us know by contacting us. Please bear in mind that if you object, this may affect our ability to carry out the tasks for your benefit.

How we use your personal information

We use your personal information to:

- Provide you with all the elements that make up the Festival including any information you may have requested
- Handle the administration of your payments
- Deal with any complaints, refunds or other issues
- Improve our website and the range of supporting services we provide

Note: we do not use your information for marketing nor would we share it with other agencies without your explicit permission.

Your rights regarding our use of your personal information

You have the following rights:

- To know that your data is being processed
- To access a copy of your personal data by making a Subject Access Request (SAR)
- To have your information corrected if inaccurate
- To request that your data be erased, restrict processing, or object to processing

Accessing your data by Subject Access Request (SAR)

You have the right to request a copy of the information that we hold about you, this is known as a Subject Access Request (SAR). We will provide this to you within 30 days of your request.

If you would like a copy of some or all of your personal information, please email or write to us using the contact details in this policy. Unless you specify otherwise, we will provide your information electronically. If we do hold information about you, we will:

- Tell you why we are holding it and with whom it could be shared
- Tell you how long we will keep the information
- If the information was not provided by you, we will give you any available information such as the source of the data
- Tell you if the information is stored outside of the European Economic Area, and if so what safeguards are in place to protect your personal information
- Let you have a concise and clear copy of the information

How we keep your personal information safe

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical and electronic procedures to safeguard and secure the information we collect on-line or offline.

How long we keep your personal information

Of the data we process, we retain the data for no longer than twenty-four months from the last day of the relevant Festival (normally the Winners Concert, but if not, the last day of the Festival itself). There is an exception to this is: we need to keep data longer in the case of Gift Aid claims, which applies to 'Friends of Derby Arts Festival'. In this case, data may be legally required to be accessed for up to 6 years.

What to do if you have a complaint about our use of your personal information

If you have a complaint about the information we hold or how we use that information, please contact us. We will deal with your request promptly and if you are not satisfied with the way your complaint was handled, you can refer your complaint to UK Information Commissioner's Office. <https://ico.org.uk/concerns>.

Changes to this privacy notice

We will keep our privacy notice under review. This privacy notice was last updated on 24 May, 2018.