

We are Arran Theatre and Arts Trust, a registered charity (Reg No: SC006027) and company limited by guarantee (Reg No: SC119255) with registered office at Carlo, Corrie Shore Brodick, Isle of Arran, KA27 8JA.

Arran Theatre and Arts Trust is an umbrella organisation for Arran Open Studios, Arran Art Trail, Arts Forward, Arran on Film, Music Arran and the McLellan Arts Festival.

Arran Theatre and Arts Trust is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy policy and in line with the General Data Protection Regulations.

Arran Theatre and Arts Trust may change this policy from time to time by updating this document and uploading it to our website. You should check back from time to time to ensure that you are happy with any changes. This policy is effective from May 2018.

This privacy policy sets out how Arran Theatre and Arts Trust use any personal information we hold about you and your rights on this.

About you

You are an individual:

- using our company's website which is currently at www.arrantheatreandarts.com;
- signing up to our mailing list using a paper or online sign-up form;
- filling out a paper feedback form at one of our events.

The information we may hold about you

What information we may hold about you:

- information you provide us in an online or paper form (for example, your name and contact details, feedback about our events)
- communications with us (for example by email or notes of phone calls)
- information about interactions with our communications that we can access through the services we use to do this – currently Mailchimp.
- your usage of our website, for example, what you look at or access, traffic data, location data, weblogs and other communication data, information about your computer, including – where your browser provides this – your IP address, operating system and browser type

How we will use information about you

We collect and hold information about you:

- to help demonstrate the impact and reach of our work to organisations who fund us
- to manage our organisation and improve what we do
- and, if you agree:
 - to communicate with you about ourselves, our programme and work or opportunities from others that we think you might find interesting;
 - to help us sell more tickets or otherwise earn or raise money to support ourselves so that we are less dependent on funding.

Information about you we use to demonstrate the impact and reach of our work to funders is anonymised. We do not share with them anything which identifies you. Any feedback you give us we can use in public communications but we won't do so in such a way that people would know it was from you – unless we get your permission.

We may share information about you:

- with analytics providers for the purposes of improving our website
- with other organisations who help us deliver services to you

but this will always be under the same conditions as we are under.

We may share information about you with law enforcement agencies or other organisations or individuals if we are obliged to by law or court order. We'll try to inform you of this requirement wherever possible, unless we are legally restricted from doing so.

What you get in return for your information

The value we aim to give you in return for you letting us use information about you is:

- to let you know about when and where our events and performances are on;
- to tailor what we send you by better understanding what you are interested in;
- to give you the chance to buy tickets to our events ahead of the general public;
- to be part of a community that shares values around our interests and the work we programme.

Marketing

We would like to communicate with you about ourselves and our work.

We will only do this if you explicitly give us permission to do this. For example, we won't add you to our mailing list if you just give feedback or contact us through the contact form.

You have the right to opt out at any time from us contacting you for marketing purposes. If you no longer want to be contacted for marketing purposes, please contact us at arrantheatreandarts@gmail.com or click the unsubscribe link in any newsletter you've received from us.

Cookies

Cookies are text files placed on your computer by a website when you use it to collect standard internet log information and information about the behaviour of visitors to that website. For further information on cookies, visit www.aboutcookies.org or www.allaboutcookies.org.

We will use the information we collect as a result of you accepting a cookie from our site to track your use of the website and to compile reports on the use of the website overall by all visitors.

You can set up your browser not to accept cookies – and the websites above tell you how to remove cookies from your browser. Some features of our website may not function fully as a result.

Facebook

We have a facebook fan page. Facebook does not use cookies to create a profile of your browsing behaviour on third-party sites or to show you ads, although it may use anonymous or aggregate data to improve ads generally. You can remove or block cookies using the settings in your browser, but in some cases, this may impact your ability to use Facebook. For more information, visit Facebook's Cookie Policy: facebook.com/policies/cookies

How we protect your personal data

We take all appropriate steps to protect your personal data. Any hard copies of documents containing personal data of any kind are stored in a locked container in a private office.

Our office computer and laptop are password protected, as are the online platforms that we use to store and process your data (eg. MailChimp, GoogleDrive, and dropbox).

How long will we keep your personal data?

We will only keep your personal data for as long as it is necessary for the purpose with which it was collected, or in order to comply with our legal and contractual obligations.

At the end of that retention period, your data will either be deleted completely or anonymised, for example by aggregation with other data so that it can be used in a non-identifiable way for statistical analysis and business planning.

Contacting us, access to your information and right of correction

You have the right to request a copy of the information that we hold about you. We may make a small charge for this service.

If you would like a copy of some or all of the information we hold about you – or otherwise want to contact us, please contact us at arrantheatreandarts@gmail.com. We want to make sure that the information we hold about you is accurate and up to date. You can ask us to correct or remove information you think is inaccurate.

Changes

We keep our privacy policy under regular review and will place any updates on this website.

Things that could change in the future without us coming back to you to get your agreement or permission again:

- we could move our website to a different address
- we could change the services we use to sell tickets or do mailings.

If you believe that any of your information we store is incorrect or incomplete, please write to or email us as soon as possible, at the following address. We will promptly correct any information found to be incorrect.

You have the right to request:

- Access to the personal data we hold about you
- The correction of your personal data when incorrect, out of date or incomplete
- Unsubscribe from our mailing list at any time

For more information on your data rights or if you are unhappy with the way we have handled your data and would like to report a concern to the Information Commissioner's Office, please visit: ico.org.uk/for-the-public