



Chew Valley Performing Arts (Registered charity number 1163177) Data Protection and Privacy Policy

1) PRINCIPLES OF OUR POLICY

This policy explains what personal data we collect, how we use it, the lawful bases we rely on under UK data protection law, who we may share data with, how long we keep it, and the rights individuals have in relation to their personal data.

The principles of our policy are:

Private: We do not sell, rent or trade information about you to other companies.

Secure: In accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, we follow appropriate security procedures in the storage and disclosure of information that you have given us to help prevent unauthorised access, loss, misuse, or alteration.

Necessary: We won't collect information unless it is used to deliver a better service or to give you useful, relevant information.

2) PERSONAL DATA THAT WE COLLECT FROM YOU

Chew Valley Performing Arts (CVPA) collects data to operate effectively and provide you with relevant information regarding our activities and events.

The personal data we collect may include your name, postal address, email address, telephone number, event or workshop booking details, donation details, volunteer information, emergency contact details, and records of your communications with us.

Where relevant to participation in our activities, we may also collect information about access requirements, medical needs, allergies, or other health-related information necessary to support safe and inclusive participation.

If a participant is under 18, we may collect personal data relating to a parent or guardian, including contact details and consent information.

We may also collect photographs, video recordings, or audio recordings where these are taken as part of our events, performances, workshops, or promotional activities.

3) SECURELY USING YOUR DATA

A) How we use your data

We may use your personal data to:

- provide information about our performances, workshops, projects, fundraising activity, and events;



Chew Valley Performing Arts Centre

- process registrations, bookings, donations, volunteering arrangements, or participation in activities;
- communicate important updates, changes, or administrative information;
- respond to enquiries and keep appropriate records of our dealings with you;
- support the safe and effective delivery of our charitable activities;
- comply with legal, regulatory, safeguarding, and governance obligations.

B) Lawful bases for processing

We process personal data only where we have a lawful basis to do so under UK GDPR. Depending on the circumstances, these may include:

- **Consent** – for example, where you sign up to receive newsletters or marketing communications, or where consent is needed for the use of photographs or recordings;
- **Contract** – where processing is necessary to administer a booking, registration, performance, workshop, or other arrangement with you;
- **Legal obligation** – where we must keep certain records or disclose information to comply with the law;
- **Legitimate interests** – where it is necessary for us to operate and improve the charity, communicate with supporters and participants, administer activities, or protect the charity and those involved in it, provided those interests are not overridden by your rights.

4) SHARING YOUR DATA WITH OTHERS

We do not sell your personal data. However, we may share personal data where necessary with trusted third parties who provide services on our behalf, such as:

- email communication providers;
- ticketing, booking, or registration systems;
- payment processors;
- IT, website hosting, and cloud storage providers;
- professional advisers where necessary;
- regulators, law enforcement, safeguarding bodies, or other authorities where required by law or to protect individuals from harm.

We require third-party service providers to respect the security of your personal data and to process it only in accordance with applicable law.

5) INTERNATIONAL TRANSFERS

Some of the third-party service providers we use, such as Mailchimp, may process personal data outside the UK. Where personal data is transferred internationally, we will ensure that appropriate safeguards are in place as required by UK data protection law, such as adequacy regulations or approved contractual safeguards, so that your information remains protected.

6) COOKIES POLICY

Our website may use cookies or similar technologies, either directly or through third-party services, to support website functionality, measure usage, or enable embedded content and forms.

Where cookies are used, you can manage your preferences through your browser settings or any cookie controls made available on the website. For more information about third-party cookies, please refer to the privacy or cookie policies of those third-party providers.

7) DATA RETENTION

We will keep personal data only for as long as necessary for the purposes for which it was collected, including to satisfy legal, accounting, safeguarding, or reporting requirements.

Retention periods may vary depending on the type of information and the reason we hold it. For example:

- mailing list information may be kept until you unsubscribe or ask us to remove it;
- booking, event, and participation records may be kept for an appropriate period after the activity has ended;
- financial and donation records may be kept for as long as required by law;
- safeguarding-related records may be retained for longer where necessary to protect children, young people, or vulnerable adults, or to comply with legal obligations.

8) CHILDREN, YOUNG PEOPLE, AND PARENT/GUARDIAN DATA

Some of our activities may involve children and young people. Where this is the case, we may collect personal data about children and about their parents or guardians in order to administer participation, obtain consent where required, communicate important information, and support safeguarding and welfare.

We take particular care when handling children's personal data and will only use it where necessary, lawful, and proportionate.

9) SPECIAL CATEGORY DATA

In some circumstances, we may collect special category personal data, such as information about health, disabilities, allergies, or access requirements, where this is necessary to enable safe participation, make reasonable adjustments, or protect an individual's vital interests.

We will only process this information where we have a valid lawful basis and an additional condition for processing under data protection law, and we will limit access to those who need to know it.

10) PHOTOGRAPHY, VIDEO, AND AUDIO RECORDINGS

We may take photographs, video recordings, or audio recordings during rehearsals, workshops, performances, or other events. These may be used to document our activities, promote the charity, publicise events, or report on our work.

Where required, we will seek appropriate consent for the use of images or recordings, particularly in relation to children. We will explain how images or recordings may be used and provide a way for individuals or parents/guardians to raise concerns or withdraw consent where applicable.

11) YOUR RIGHTS



Chew Valley Performing Arts Centre

Under UK data protection law, you have rights in relation to your personal data. These may include the right to:

- request access to the personal data we hold about you;
- request correction of inaccurate or incomplete data;
- request deletion of your personal data in certain circumstances;
- request restriction of processing in certain circumstances;
- object to processing where we rely on legitimate interests;
- withdraw consent at any time where we rely on consent;
- request transfer of your personal data to you or another organisation, where applicable.

If you wish to exercise any of these rights, please contact us using the details below.

12) COMPLAINTS

If you are unhappy with how we handle your personal data, we would welcome the opportunity to address your concerns first. You also have the right to make a complaint to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection matters.

13) CONTACT US

The website <https://www.valley-arts.co.uk/> is owned and operated by CVPA. If you have any questions about this policy, wish to exercise your data protection rights, or want to raise a concern about how your personal data has been handled, please contact us using the details below.

CVPA has the discretion to update this privacy policy at any time. We encourage users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

We are a charity registered in England and Wales under registered number 1163177,

Our registered address is: Chew Lane, Chew Magna, Bristol. BS40 8QB.

You can contact us by writing to the charity at the above address, or by email to matt.stewart@valleyartscentre.co.uk

This policy will be reviewed on 1 November 2028.