



ARUN ARTS PRIVACY POLICY

Arun Arts are committed to safeguarding the privacy of all visitors to the Regis Centre and all users of the hireable spaces. This Privacy Policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

By visiting and remaining in the Regis Centre you are accepting and consenting to the practices described in this policy.

We will only use your personal information in accordance with the General Data Protection Regulation 25 May 2018 (GDPR), the Privacy and Electronic Communications Regulations (PECR) and other relevant legislation.

1. Contacting Arun Arts

For the purposes of the GDPR, the data controller is Arun Arts Company Ltd, which is a company incorporated in England and Wales and a registered charity. If you want to know what information we hold about you or if you have any other queries in relation to this Privacy Policy, our contact details are as follows:

Regis Centre
Belmont Street
Bognor Regis
PO21 1BL

Email:
info@regiscentre.co.uk

2. Personal Data

The details which you provide about yourself and any information which identifies you, such as your name, address, email address, telephone number, contact preferences and in the case of ticket purchases your purchase history, may be retained by us if you provide this information when using one of the services available.

You give data to us directly or indirectly when you

- purchase a ticket at our box office
- purchase a ticket on our website
- participate in any workshop run by us which requires completion of an enrolment form
- join our Friend's Scheme
- sign up to our mailing list
- open or follow links and interact with emails and marketing you receive
- apply for a position – paid, voluntary or work experience

3. How we use your personal data

By disclosing your personal information to us using our website, in person or over the telephone, you consent to the collection, storage and processing of your personal information by us in the manner set out in this Privacy Policy.

Your personal information is used to administer purchases (tickets, memberships and donations) made in person, over the telephone or online and to keep you informed about the events you have purchased tickets for.

3.1 Purchasing Tickets

When purchasing tickets, you are given the opportunity to opt in to receiving information from us. If you have chosen to receive them we will also use your information to provide you with email or postal alerts about offers which may be available at the Regis Centre. Each email we send you offers you the opportunity to amend your preferences, or you can request to do this at any time by emailing info@regiscentre.co.uk

The details of purchases by card are captured by Worldpay, our payment provider, and the last four digits of your card number are stored on our system in place of the full card number in order for us to identify transactions.

All transactions are conducted in accordance with the Payment Card Industry Data Security Standard.

3.2 Emails

We may use the information you provide to us for the purpose of posting material, email notifications, newsletters and marketing information.

3.3 Social Media

We use social media to broadcast messages and updates about events and news. On occasion we may reply to comments or questions made by the public on social media platforms.

Depending on your settings or the privacy policies social media and messaging services like Facebook, LinkedIn or Twitter, you might give third parties (like Arun Arts) permission to access information from those accounts or services.

3.4 Reporting

We use the data you give us to report on sales and audiences. This reporting is created from aggregated data and is not attributable to individuals.



4. Disclosure of your personal data

We will not share, sell or distribute any of your information to a third party

5. Security and data retention

We store personal data on secure servers operated by Arun Arts. The box office system used by us is Ticketsolve. This is a customer related management (CRM) system which holds contact details and a record of customers' interactions with us such as ticket purchases, memberships, queries and complaints.

We have processes in place and carry out regular reviews of who has access to data to ensure that your information is only accessible to appropriately trained staff.

Only authorised Arun Arts staff who need to process your data will have access to it.

If you apply for a paid or voluntary job, work experience or join our Friend's Scheme you will be required to complete an application form. All paper files are stored securely and are only accessible to appropriate staff.

If legally required we may disclose your information to the Police, regulatory bodies or legal advisors. We will only share your data in other circumstances with your consent.

6. On Site

We have closed circuit television on the Regis Centre site. These cameras record activity for your and our security 24 hours a day.

8. Data Breaches

We will report any unlawful data breach to all relevant persons and authorities within 72 hours of the breach if it is apparent that personal data stored in an identifiable manner has been stolen.

If there is a breach of data that is likely to have a detrimental effect on individuals (for example – result in discrimination, damage to reputation, financial loss, loss of confidentiality or any other significant economic or social disadvantage) Arun Arts will notify the Information Commissioners Office (ICO) within 72 hours of becoming aware of the breach. Any individuals affected will also be notified within this time frame.

9. Keeping your information up to date

- If we find a record on our system that matches another one and we are sure it is the same person, we may merge the two accounts so we have all your information in the same place.
- We will remove your details if there has been no purchase or a membership with an expiry date in the last 10 years
- If you apply for a paid job and your application is unsuccessful, we destroy the application 6 months after the closing date.
- If you apply for Work Experience, or to be a volunteer and your application is unsuccessful, we delete/destroy the application 6 months after receipt.
- We will remove the postal contact preferences if no purchase/donation/membership has been made on your account for 3 years.
- We will remove the email marketing contact preferences if emails are not opened for 1 year.
- We will remove the telephone contact preferences if no purchase/ donation/ membership has been made on your account for 3 years.
- CCTV records are kept for a maximum of fourteen days before being deleted.

10. Your Rights

- Right of access – individuals have the right to request details of any of their data held by Arun Arts. This information must be provided within one month of the request at no charge to the individual.
- Right to rectification - if an individual's data is incorrect or incomplete they have the right to have it corrected. Any inaccuracies must be corrected within 72 hours of receiving the request.
- Right to erasure – an individual can request the removal of their personal data.

11. Changes to this Privacy Policy

Arun Arts may update this Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our website. You are advised to review this Privacy Policy periodically for any changes.