

# *Triple Threat* THEATRE Privacy Policy

**Effective date:** 1st June 2021

## **Our Role In Your Privacy**

Triple Threat Theatre (“we/us/our”) believe in respecting and protecting your privacy and being transparent about what we do with your personal data. It is all explained here in a single policy.

## **Our responsibilities**

We act as the ‘data controller’ and ‘data processor’ of your personal data. This means we decide why we collect your data and how we process it. This Privacy Policy aims to clearly explain:

- 1 - When we collect your personal data and the types we collect
- 2 - How we use your personal data
- 3 - Where we store your personal data
- 4 - How long we hold your personal data for
- 5 - Third parties who process your personal data
- 6 - Third parties we share your personal data with
- 7 - Your privacy choices and rights
- 8 - Updates to this privacy policy
- 9 - About Triple Threat Theatre and how to contact us

Where our website contains links to other parties’ websites and social media channels, we do not endorse or approve the content or opinions of any third-party site, nor will we have any liability in connection with them. These sites have their own privacy policy, cookie policy and terms and conditions, which may differ from ours.

## **Your responsibilities**

- You read and understand this Privacy Policy
- You only provide personal information on a voluntary basis.
- By providing us with personal data, you confirm that you authorise us to process it on your behalf in accordance with this Privacy Policy
- If your details change, you must let us know, as it is imperative that the information we hold is accurate and up to date.
- If you provide us with personal data about someone else, or we receive personal data about you from another person, we will only use it for the specific reason that it was provided to us

# 1 - When We Collect Your Personal Data & The Types We Collect

You interact with us in different ways and we collect data. Sometimes you give the data to us or we collect it about you automatically. Here is how and when we collect data and the type of data we collect:

Data you give to us		
When collected	Type of data collected	Legal basis
Submitting an enquiry to us	<b>Contact details:</b> your name, email address, phone number <b>Data about you:</b> Any relevant additional information (free text)	Legitimate interests
Becoming a client or user	<b>Contact details:</b> your name, email address, phone number <b>Data about you:</b> Vocal range, previous experience, performing arts interests, additional information (free text)	Legitimate interests
Subscribing to our e-mail list	<b>Contact details:</b> your name, email address	Consent
Making a payment to us (debit/credit card)	<b>Contact details:</b> your name, email address, phone number, card billing address and country, account password (if set by you) <b>Financial Information:</b> Card number, expiry date and CVC Code, amount paid	Legitimate interests
Making a payment to us (bank transfer or standing order)	<b>Contact details:</b> your name, email address <b>Data about you:</b> Information describing the reason for payment	Legitimate interests
Auditioning for a production	<b>Contact details:</b> your name, email address, phone number <b>Data that identifies you:</b> Height <b>Audition Choices:</b> Any information regarding role choices and considerations. <b>Data about you:</b> Your physical form/appearance (headshot photograph), additional information (free text)	Legitimate interests
Performing in a production	<b>Data about you:</b> Your name, measurements/sizing for costuming and accessories.	Legitimate interests
Promotion requirements	<b>Data about you:</b> Your Name, Biography (if applicable)	Legitimate interests
Booking a session, an event or workshop	<b>Contact details:</b> your name, email address, phone number, postcode <b>Data about you:</b> additional information (free text).	Legitimate interests
Submitting an expense claim or invoice to us	<b>Contact details:</b> your name, email address <b>Financial information:</b> name of your bank, name on the account, sort code, account number. <b>Expenditure details:</b> expenses reference and receipt or invoice, amount payable.	Legitimate interests
Request for a refund	<b>Contact details:</b> your name, email address <b>Financial information:</b> name of your bank, name on the account, sort code, account number.	Legitimate interests
Donations	<b>Contact details:</b> your name, email address <b>Financial information:</b> donation amount <b>About you:</b> message to us	Consent
Data we collect about you automatically		
When collected	Type of data collected	
Submitting an enquiry to us	Enquiry submission date and time	
Becoming a client or user	<b>About you:</b> Preferred contact method, preferred email format, record creation source, date added, date last changed, contact rating. <b>Data that identifies you:</b> your IP address, geolocation information about where you might be, time zone, region, unique contact ID	
Subscribing to our e-mail list	<b>About you:</b> preferred email format, email marketing status, record creation source, date added, date record last changed, contact rating <b>Data that identifies you:</b> your IP address, geolocation information about where you might be, time zone, region, unique contact ID	
Booking a session, an event or workshop	Booking submission date and time	
Donation	Date and time to tell us you have donated (if you inform us via our website)	

## Sensitive Data

We do not collect any 'sensitive data', as defined by the GDPR as data of: racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, biometric data, data concerning health or data concerning a natural person's sex life or sexual orientation.

## Definitions

**Legitimate interests** - We process your personal data for our legitimate interests, as long as these do not outweigh your rights and interests. Our legitimate interests are:

- Helping individuals to develop their abilities and confidence in musical theatre fields and other legitimate performing arts interests.
- Staging small-scale productions featuring local talent to enrich the cultural experiences offered to the surrounding communities
- Understanding the effectiveness of and improving how we market the company and our productions
- Improving how we manage and operate Triple Threat Theatre

**Consent** - You have given clear consent for us to process your personal data for a specific purpose outlined in this Privacy Policy.

## 2 - How We Use Your Personal Data

The GDPR means that we can only use your data for particular reasons and we have a legal basis to do so. Here are the reasons for which we process your data:

When collected	How we use your personal data
Submitting an enquiry to us	To understand the nature of the enquiry and respond. To send you email communications about our services news and events To send you email communications and/or telephone you about services you may be interested in.
Becoming a client or user	To administer your client details To send you email communications about our services news and events To send you email communications and/or telephone you about services you may be interested in and unforeseen events which may result in cancellation of sessions. To send you email communications regarding the administration of events, including but not limited to; rehearsal schedules, costume requirements, marketing etc.
Making a payment to us (all payment types)	To administer your booking, ensuring that you have paid the relevant charges to be covered by our insurance policy. To cross-reference payments you make to the company by debit/ credit card, which are automatically transferred into our bank account To keep a log of transactions for accounting and audit purposes.
Auditioning for a production	To administer your application to audition for a production. To support the decision-making process to select the cast for a production.
Performing in a production	To administer the provision and/or hire of costumes/accessories for you from an external supplier (costume plot) To administer the hire of sound equipment from an external supplier (sound plot)
Promotion requirements	To use in online and offline marketing campaigns to promote our productions, including but not limited to: website/blogs, social media, direct mailings, email campaigns, local newspapers To include your headshot and rehearsal photos in the production programme To include your headshot and rehearsal photos in front of house displays at the performance venue To publish a cast list on our website and in the production programme To publish your biography in the show programme (if applicable)
Subscribing to our e-mail list	To send you email communications about our services, news and events
Booking a session, an event or workshop.	To administer your booking To send you email communications and/or telephone you with information about the session, event/workshop
Submitting an expense claim or invoice to us	To pay your invoice or authorised expenses via direct bank transfer To keep a log of transactions for accounting and audit purposes
Request for a refund	To issue a refund to you. To keep a log of transactions for accounting and audit purposes.
Donation	To keep a log of donations received for accounting and audit purposes To acknowledge receipt of your donation

### 3 - Where We Store Your Personal Data

We have procedures to secure the data we hold physically and electronically in line with the GDPR Act. By submitting your personal data, you agree to the transfer of data to us and the secure storing or processing by us.

The personal data that you provide is processed by individuals, predominantly living in Basingstoke who hold a specific role in the operation of Triple Threat Theatre and the staging of a production. These roles consist of formally elected roles on our board: directors and secretary and other individuals fulfilling a specific role, for example workshop leader, wardrobe manager/helpers, marketing manager and website manager.

We use third party data processing facilities, identified in section 5 to process your personal data.

Remember, you provide personal data at your own risk: unfortunately, no data transmission is 100% secure.

### 4 - How Long We Hold Your Personal Data For

We retain your personal data for different lengths of time, depending on how we use it:

When collected	Retention period
Submitting a new enquiry to us	12 months
Becoming a client or user	5 years after your last activity with the company. You can request that your record be deleted at any time.
Making a payment to us (all payment types)	10 years Card payment provider: For the duration that the third party provides the service to us. Data is also retained after they cease providing the service to comply with legal and regulatory obligations.
Auditioning for a production	6 months (or until the production is complete, whichever date is earliest)
Performing in a production	6 months
Promotion requirements	Indefinitely
Subscribing to our e-mail list	Until you unsubscribe. You can request for your record to be deleted at any time - contact our Secretary
Booking a session, an event or workshop	After completion of the session event/workshop
Submitting an expense claim or invoice to us	10 years
Request for a refund	10 years
Donation	Contact details and message: Up to 12 months (within the same financial year) Record of the donation: 10 years

We may retain information longer than the above time frames but will only do so with express written confirmation from you, which will clearly indicate the amount of time for which you are happy for us to retain your information. You can request that we delete your information at any time.

Physical documents containing personal data will be disposed of by way of shredding. All electronic information will be deleted securely in an appropriate manner.

## 5 - Third Parties Who Process Your Personal Data

Below is a list of third parties whom we use to process your personal data, what they collect and the purpose and place of processing. Please be aware that these third parties may have differing privacy policies to us and you should seek information on their privacy policies if required.

Service provider	Type of data collected or shared	Purpose
Infrastructure		
IONOS / WordPress	Contact details Data about you	To securely store and respond to enquiries submitted via our website.
SetMore	Contact details Data about you	To administer your booking
Analytics		
IONOS by I&I	How you use our website (anonymous)	To track the use of our website, prepare reports and improve the design/user interface
Communications		
Madrill	Contact details Data about you	To send email communications of appointment confirmations, reminders, reschedule notices, cancellations, requests for reviews and thank-you emails.
Twilio	Contact details Data about you	To send SMS appointment reminders to our end users
MailChimp	Contact details Data about you	To send email communications of upcoming sessions, events and news.
Payments		
Stripe	Contact details Financial information About you Data that identifies you	To administer your booking, ensuring that you have paid the relevant charges To keep a log of transactions for accounting and audit purposes
Company Bank Account	Contact Details Financial information Expenditure Details	To administer your booking, ensuring that you have paid the relevant charges To pay your invoice or authorised expenses via direct bank transfer To issue a refund to you To keep a log of transactions for accounting and audit purposes
Production		
Costume Hire Third Parties	Data about you	To administer the provision and/or hire of costumes/ accessories
Sound Hire Third Parties	Data about you	To administer the hire of sound equipment
Marketing		
Social Media Third Parties	Data about you	To promote productions and events such as interviews, names of character(s) you are playing, your physical form/ appearance in videos and photographs.
Press Third Parties	Data about you	To promote productions and events such as interviews, names of character(s) you are playing, your physical form/ appearance in videos and photographs.

## 6 - Third Parties We Share Your Personal Data With

We do not sell your data on to third parties. We only share your personal data with third parties for the purposes of processing, as outlined in section 5.

## 7 - Your Privacy Choices & Rights

### Your choices

- **You can choose not to give us your personal data** - If you choose to do this, we will not be able to process and respond to your enquiry, accept a booking for our services or keep you updated about our productions, auditions or news.
- **You can ask us not to use your data for marketing** - Whilst we need to collect and process your name and email address to add you to our email list, you can choose the other types of emails you want to receive from us. At the bottom of emails that you receive from us, just click the link 'update your subscription preferences' or you can opt-out of emails altogether by clicking the 'unsubscribe' link. Or you can email us at: [info@triplethreattheatre.uk](mailto:info@triplethreattheatre.uk).

### Your rights

To exercise any of these rights, contact us at [info@triplethreattheatre.uk](mailto:info@triplethreattheatre.uk). As per GDPR requirements, Triple Threat Theatre has one month to respond to your request and you will not be required to pay a charge.

- **The right to access information we hold about you.**
- **The right to correct any inaccurate personal data about you**
- **The right to be 'forgotten'**
- **The right to restrict or object to certain data being processed.**
- **The right to request transfer of personal information to another organisation in certain circumstances.**

Please be aware that we do not undertake any automatic profiling of your data.

## 8 - Updates To This Privacy Policy

We will update this Privacy Policy from time to time to reflect changes in law or how we operate. When we make changes, we will update the 'Effective date' shown at the top of this policy. Where substantial changes have been made we will notify you directly (for example, by email or placing a prominent notification on our website).

## 9 - About Us & How To Contact Us

Triple Threat Theatre is a Private Limited Company by guarantee in England and Wales No. 13414592.

The company is not-for-profit and is to promote the arts.

If you have any questions or concern about this Privacy Policy, please contact our secretary:

**Address:** Julie Morris, Triple Threat Theatre, 22 Monxton Place, Sherfield-On-Loddon, Hook, RG27 0FB

**Email:** [info@triplethreattheatre.uk](mailto:info@triplethreattheatre.uk)

**Website:** via our Contact Us section.

If we are unable to satisfy your concerns in the way we obtain and use your data, you may also complain to the Information Commissioners Office (ICO)

**Address:** Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

**Helpline number:** 0303 123 1113

**ICO Website:** <https://www.ico.org.uk>