



## Privacy Policy

### Data Protection Principles

Untold Theatre fully adheres to the Principles of Data Protection, as set out in the Data Protection Act 1998. This means that

- All personal data is processed fairly and lawfully
- Data we collect will be adequate, relevant and not excessive
- Data we collect will only ever be used for the purposes specified in this policy
- Data will not be held longer than Untold Theatre considers necessary
- All data will be kept safe from unauthorised access, accidental loss or damage

### Purposes

Untold Theatre obtains personal data during contact with current/potential clients. Personal data is collected over the phone, via email and the online Contact Form on our website, and from hard-copy forms we may have asked you to complete during the booking process. The information we collect includes:

- Name
- Address
- Phone number
- Email addresses
- Message content received via email or our online Contact Form

We may also request Venue Information such as

- Size of expected audience
- Parking information
- Any Special Educational Needs we might need to be aware of
- A designated person of contact on the performance day

This data is used for the following purposes

- Internal record keeping
- Responding to messages and enquiries quickly and efficiently
- Contacting current/potential clients about services of ours that may interest them

- Monitoring and improving the quality and effectiveness of our services
- Making any preparations or adaptations to our performances and workshops that might be necessary prior to the booked performance
- Displaying comments or feedback you have made about our projects on our website, press releases or on other promotional materials

### **Consent**

When collecting initial data from telephone and email enquiries (names, email addresses and telephone numbers), written consent is not requested as it is assumed that consent has been granted when an individual freely gives their own details. When more detailed information is collected (usually during the final stages of making a booking), the individual or organisation will consent to this by signing and dating a written agreement.

### **Access and Storage**

- Only employees of Untold Theatre will have access to personal data
- All employees and volunteers are made aware of this Data Protection Policy and their obligation not to disclose personal data to anyone who is not entitled/expected to have it
- Information supplied is kept in a secure filing, paper and electronic system and is only accessed by those individuals involved in the delivery of the service.
- Information will not be passed on to anyone outside the organisation without their explicit consent, excluding in cases required by law
- Individuals will be supplied with a copy of any of their personal data held by the organisation if a request is made
- Additionally, an individual or organisation may request that any data held by Untold Theatre be deleted immediately
- We will take reasonable steps to keep personal data up to date and accurate.

### **Social Media**

Communication, engagement and actions taken through external social media platforms that Untold Theatre participate on are custom to the terms, conditions and privacy policies held by each social media platform respectively. Untold Theatre will never request personal data through social media platforms.

### **External Links**

Although we endeavour only to include safe and relevant external links on our website and social media pages, users should always use caution before clicking on any external web links. We are unable to verify the contents of any externally linked websites, and therefore users click on external links entirely at their own risk. Untold Theatre cannot be held liable for any damages or implications caused by visit to any external links.

### **Online Communication**

Every effort has been made to ensure that online messages and emails can be sent in a safe and secure way, however users contacting Untold Theatre do so at their own discretion and provide any personal details at their own risk.

### **Cookies**

Untold Theatre may use cookies on the pages of their website. These are designed to enhance the browsing experience for the user, and to provide analytical data which may help Untold Theatre improve products and services.

By browsing the Untold Theatre website, individual users imply acceptance and consent regarding the use of cookies.

Cookies used on the Untold Theatre website will never be used to collect any identifiable personal data of any sort. Untold Theatre will never pass on any identifiable data collected by website cookies with third parties, unless required by law.

### **Other Privacy Policy information**

- We reserve the right to update this privacy policy without giving prior notice to you. Any changes to policy will be updated on this page
- Photographs and videos posted on this site remain the property of Untold Theatre and may not be used by third parties for any purpose
- Every effort has been made to contact the creators and subjects of any photographs or video used on the site. If you are the creator or subject of this content and believe we are using the content without your permission, please contact us with details and we will remove the content if lawfully necessary