

Privacy Policy

This Privacy Policy gives you detailed information on why and how we collect your personal information. The policy also details how we keep that data secure and how you can control the information we hold about you.

Chisenhale Art Place (CAP), which operates Chisenhale Studios, will only collect the information necessary to carry out our business and to provide the particular service you have requested. CAP is a registered charity (no. 285125) and a company limited by guarantee (no 01615990).

What we collect:

1. Mailing List

When you subscribe to our mailing list through our website, we collect your relevant personal information so that we can keep you up to date about news, projects and events from Chisenhale Art Place and Chisenhale Studios. When you subscribe, you have the option to select areas of interest for which you'd like to receive more specific emailed information. For example, if you select Families & Children we may email you about upcoming family art workshops. You may change these preferences at any time, through the link at the bottom of every email we send you through the mailing list.

We hold a separate mailing list for Studio Notifications and you must be subscribed to this list if you wish to apply for a studio here. You may un-subscribe from the Studio Notifications list at any time and we encourage you to do so if you are no longer looking for a studio – just follow the the link at the bottom of the emails we send. While you do not have to sign up to our general mailing list to be on the Studio Notifications list, you will likely find it useful to get to know our organisation better and to find out about events that may interest you professionally.

In general, the information we consider relevant to collect for the purposes of the mailing list is:

- * First and last name
- * Company name (if any)
- * Email address
- * Your postcode.

As an alternative to subscribing through the website, you may provide your details directly to a member of staff for the specific purpose of joining our mailing list. This can be done by emailing us or by providing your business card with the date and 'join mailing list' written on the back, or by completing (in person) our one page 'Join our Mailing List' form.

2. Applications

When you apply for a studio or other opportunity such as a job or residency, you will likely include fuller personal information about yourself, such as that included on your CV. This may include but not be limited to:

- Name
- Email address
- Telephone number
- Home address
- Social media user names
- Website address
- Name of college/university
- Course name
- Date of graduation

To facilitate selections, received applications are uploaded to a shared online drive such as Dropbox, for review by the convened selection committee. We will keep your information in this way for only for as long as is reasonably necessary for the required purpose and to fulfil any legal obligations. Unsuccessful applications will then be deleted but traces of the senders' email addresses may remain on our systems. However, we will not make use of that personal data, such as your email address, for further purposes such as promotion of future opportunities unless you specifically request this service.

Should your application be successful, we will store your application and use your information for longer as relevant to the opportunity. Examples of how we might use your information is to publicise your practice, your project or a wider programme. Members of staff may also refer to our internal privacy policy.

3. Visitors

When you visit Chisenhale Studios, particularly during large events such as Open Weekend, we may ask for your post code. This is to help us better understand the people who are interested in our work and to help evidence the reach of our work.

In most cases, the postcode does not identify your specific home address, as we do not ask for your street name and number. If you prefer, you may just provide the first part of your postcode. For example, E3 instead of E3 5QZ.

If you wish to join our mailing list while you are visiting, please ask a member of staff for a "Join our Mailing List" form. If you leave us a business card for this purpose, we ask you to write the words 'for the mailing list' and the date on the back.

4. Email and phone queries

When you email us with a query, your email remains on our server and is eventually archived. If you do not wish us to keep record of your email address or content, please advise clearly within the body of your email content. We will not use your email address for any other purpose such as marketing.

When you phone us and provide your phone number for a return call, we may keep your number for future reference. This will be stored alongside your name in our individual computer 'Outlook' contacts. We will not use your phone number for any other purpose such as marketing.

5. The less obvious data collection: website and social media

Website: When you visit our website we may collect information via third party services, such as Google Analytics. These services collect standard logs of visitor viewing behaviour such as the pages visited and time spent on each page. This is collected anonymously, without revealing visitor identity, and is useful to us to find out what areas of the site are of most interest to online visitors.

Social Media: Depending on your privacy settings or the privacy policies for social media and messaging services like Facebook and Twitter, you may give us permission to access information from those accounts or services. It is up to individuals to ensure their settings are up to date.

Countries outside the European Economic Area (EEA): As part of the services offered to you through the Chisenhale Art Place and Chisenhale Studios websites, the personal information you provide may be transferred to countries outside the European Economic Area (EEA). For example, this may happen if any of the computer servers used to host the website are located in a country outside of the EEA. If Chisenhale Art Place and Chisenhale Studios transfer your personal information outside of the EEA in this way, we will take steps to ensure that your privacy rights continue to be protected as outlined in this privacy notice.

Payments and donations: Some of our service providers may have access to your data in order to perform services on our behalf such as processing a donation payment. Chisenhale Art Place does not keep record of your credit card details but if you provide your email address at the time of transaction, we may keep your name and email address to keep track of donations. If you are making a donation that attracts Gift Aid, we are required to collect your full name and email address and will provide that information to HMRC when making submissions.

How We Handle Your Information

Chisenhale Art Place and Chisenhale Studios are committed to protecting the personal information you provide to us. We make use of appropriate technologies and processes, so the information we have stored is protected from unauthorised access and/or improper use. We will never share, sell or distribute your personal information to any third parties, except with your specific prior consent or to comply with legal requirements such as HMRC.

We will keep your information only for as long as is reasonably necessary for the purposes set out in this privacy notice and to fulfil our legal obligations. We will not keep more information than we need. Here are ways in which we store information:

- The personal information you provide for mailing list use is collected and stored via a third party server, which is currently Mailchimp. Only key members of staff have access to this database.

- The personal information of participants and regular business contacts are held on individual computers in the CAP office. When we receive emails from people outside the organisation, the email addresses remain in our email folders and archives. And frequently traces of the email address remain in Outlook contacts. Staff computers are individually backed up to a cloud server and all data in the cloud is encrypted. Only the relevant staff member and the Executive Director are able to access encrypted files.
- Staff may also hold some email addresses and phone numbers of regular contacts on their personal mobile phones.
- From time to time we may email you as part of a message to a small group of recipients and not via a third party like Mailchimp. When we contact you in this way, we will not disclose your email address to the other recipients unless you specifically agree to have your address visible (such as discussion forum).

You have the right to request your information not be stored in any of these ways, by sending your request to the contact listed below.

Your rights: Knowing what we hold and making changes

Every email we send to you via the online mailing list will include details on how to view what information we hold, how to change your communications preferences and how to unsubscribe from future communications. You can do this at any time. However, if you prefer, you can contact us by phoning, emailing, or writing using our contact details provided below.

You have also the right to get information held about you by us corrected. If you have any concerns about the personal data we hold on your, and/or its accuracy, please let us know using the below contact details.

If you have questions regarding your information held by Chisenhale Art Place or Chisenhale Studios, including its use or its accuracy, please contact:

By phone +44 (0)20 8981 1916

By email: admin@chisenhale.co.uk

This notice was written in April 2018. It will be regularly reviewed and may be updated to reflect changes to regulations or to reflect changes in systems at Chisenhale Art Place and Chisenhale Studios.

Our member organisations, Chisenhale Gallery and Chisenhale Dance Space also collect and store personal information. They are the data controllers for their own information and we do not share your personal information between our organisations.

Despite all our precautions, no data transmission over the internet is 100% secure. We cannot guarantee the security of any information which you disclose to us and so wish to draw your attention to the fact that you do so at your own risk.