

Privacy Policy

Greenwich & Lewisham Young People's Theatre (GLYPT) is committed to protecting and respecting your personal data. Please read this policy carefully as it describes how, when and why we will process your data. From time to time, we may update this policy. Please check this page occasionally to ensure you are happy with any changes. By using our website, you are agreeing to be bound by this policy.

Who We Are & How To Contact Us

Greenwich & Lewisham Young People's Theatre (GLYPT) is a registered charity no. 1026883. We are a "data controller" for the purposes of the Data Protection Act 1998 (DPA) and General Data Protection Regulation 25 May 2018 (GDPR). We are committed to protecting your privacy and will only use your personal information in accordance with these regulations. For further information you can contact us in one of the following ways:

Email: dataprotection@glypt.co.uk

Post: The Tramshed, 51-53 Woolwich New Road, London SE18 6ES

Phone: 020 8854 1316

What Personal Information Do We Collect?

We collect and store personal and non-personal data that you may volunteer as part of booking tickets or classes, signing up for e-news, completing visitor surveys, donating or in connection with a specific project or event.

Personal information we collect may include:

- Your full name, title and date of birth
- Postal address, email address and phone number
- Your child's name and date of birth
- Your/your child's gender
- Your/your child's disability status, medical condition (including medications).
- Your/your child's access requirements (i.e. if you/your child require special considerations/arrangements for you to fully engage with GLYPT)
- Your consent to you/your child being photographed, videoed or recorded (audio)
- Ticket purchase history
- Gift Aid status
- Payment card details
- Your contact and communication preferences – the information you have opted to receive from GLYPT about our programmes and how you want to receive this

Non-personal information we collect includes: IP addresses; web pages accessed; and files downloaded. This helps us to determine how many people use our website, how regularly they visit, and how popular our webpages are. This information does not tell us anything about who you are or where you live, but it does help us monitor and improve our service.

Where We Store Your Personal Data

We take appropriate physical, electronic and procedural measures to ensure that we keep your information secure, accurate and up to date, and that we only keep it for as long as is reasonable and necessary.

We store personal data under strict safekeeping and confidentiality measures on secure servers operated by GLYPT and stored securely by Dark Systems London Ltd (our IT Providers), Cloud Venue (our ticketing service), Raising IT (our web provider) and Salesforce (our customer relationship management/database provider). Only authorised GLYPT staff who need to process your data will have access to it.

By disclosing your personal information to us via glypt.co.uk, phone or in writing, you are giving us your consent to collect, store and process your personal information in the manner described in this Policy. The information we hold will be accurate and up-to-date within our knowledge.

While we cannot ensure or guarantee that loss, misuse or alteration of data will not occur when it is under our control, we use our best efforts to try to prevent this. Unfortunately, the transmission of data across the internet is not completely secure and while we do our best to try to protect the security of your information, we cannot ensure or guarantee that loss, misuse or alteration of data will not occur while data is being transferred.

If you have any questions regarding the Privacy Policy or your information, please email: dataprotection@glypt.co.uk or write to Data Protection, GLYPT, The Tramshed, 51-53 Woolwich New Road, SE18 6ES.

How Do We Use Personal Information?

We will use the information you provide to:

- Process sales transactions, donations or other payments and verify financial transactions
- Fulfil your requests – such as bookings for classes, purchasing of tickets for shows and events, donations, participation in campaigns and provision of information
- Ensure that you/your child has the necessary information and/or arrangements and interventions to allow you/your child to fully engage in participation
- Ensure the safety of you/your child as a participant
- Identify visitors and contributors
- Provide a personalised service to you when you visit our website. This could include tailoring our content and/or layout of our pages for individual users
- Record any contact we have with you
- Prevent or detect fraud or abuses of our website and enable third parties to carry out technical, logistical or other functions on our behalf in relation to prevention and detection
- Carry out research on the demographics, interests and behaviour of our users and supporters to help GLYPT gain a better understanding of them and to enable us to improve our service. This research is usually carried out internally by our employees unless we notify you otherwise and have your prior consent.
- Report monitoring information to our funding bodies. A full list can be found at www.glypt.co.uk/funders-partners.
- Communicate with our customers and supporters

And only with your consent, provide you with information that we think may be of interest to you regarding upcoming shows/events, classes and other ways to participate, GLYPT news and how you can support the organisation.

Do We Provide Information to Other Parties?

To undertake our business activities we sometimes have to share your information with third parties such as our database, website, IT and email marketing services. We only choose partners we trust and will only pass personal data to them if they have signed a contract or have terms in place that require them to:

- abide by the requirements of the Data Protection Act
- treat your information as carefully as we would
- only use the information for the purposes it was supplied (and not for their own purposes or the purposes of any other organisation)
- allow us to carry out checks to ensure compliance with the above

As a registered charity, GLYPT currently receives public funding from Royal Borough of Greenwich, London Borough of Lewisham, Arts Council England and Big Lottery Fund. We also receive private funding from trusts and foundations. Terms set by our funders include the requirement to report on monitoring information including gender, demographic and disability. This information is anonymised so will never be provided in conjunction with any other identifiable information (i.e. your/your child's name or address) without your consent, and you may withdraw your consent at any time.

We do not share your personal information or sell it to other organisations to use for their own purposes, unless it is for the reasons given above.

As a charity, GLYPT fundraises from individuals, companies, public bodies and private trusts and foundations. This includes approaching those who want to support our mission to enrich the lives of young people aged 2-25, and the wider community, through creative experiences that remove barriers and enrich lives. Fundraising also helps to ensure the financial viability of GLYPT as we strive to achieve our long-held desire to redevelop and improve our premises for future generations.

When fundraising, we may undertake research to explore shared interests with potential supporters. We will not use third-party profiling companies but may use profiling and screening techniques ourselves to analyse your personal data and create a profile of your interests and preferences. We may also make use of additional information about you including where you live, your age and similar demographics, and any publicly-available information (for example through LinkedIn, Companies House, Charity Commission).

Your Rights

You can opt-in to receive communication about some or all aspects of GLYPT and our work for and with children and young people and how you wish to communicate with GLYPT for each or all of these, including by email, post and telephone.

You can easily update your personal information and communications preferences, or unsubscribe, at any time in the following ways:

- clicking on the 'unsubscribe' link within a newsletter or within an email

- by emailing us at dataprotection@glypt.co.uk
- by writing to Data Protection, GLYPT, The Tramshed, 51-53 Woolwich New Road, SE18 6ES

You have the right to ask for a free copy of the personal information that we hold about you (to be supplied within one month of receiving request) to correct any inaccuracies in that information or to ask us to delete such records. A child has a right of access to the information held about them, even though in the case of young children these rights are likely to be exercised by those with parental responsibility for them. Please direct all requests to dataprotection@glypt.co.uk or write to Data Protection, GLYPT, The Tramshed, 51-53 Woolwich New Road, SE18 6ES.

We will continue to send you communications about transactions you make with us, for example when you purchase tickets, or book for a term of classes. Each email we send will give you the option to update your preferences.

Part of our commitment to you is to ensure you are able to make your own choices about how we use your personal information. Under General Data Protection Regulation, these include:

- Right of Access: You have the right to access information held about you. We will endeavour to process any requests as quickly as possible.
- Right to Rectification: You have the right to request that inaccurate personal information that we hold about you is amended.
- Right to Restrict Processing: You have the right to ask us to stop using your information in certain situations.
- Right to Object: You have the right to object to your personal information being used for marketing profiling.
- Right to Data Portability: You have the right (in certain circumstances) to have a copy of your personal information provided for reuse in another service.
- Right to be Forgotten: You have the right to ask that personal information we hold about you that we no longer need is erased from our records.

If you would like more information, or would like to exercise your rights, please contact us using the details above.

We reserve the right to ask for further information to verify your identity (or clarify the information that you are seeking) when we receive such a request.

If you are unhappy with our response, you have the right to contact the Information Commissioner's Office. We would encourage you to contact us in the first instance so that we can attempt to resolve any concerns.

Information Commissioner's Office: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Telephone: 0303 123 1113 (local rate) or 01625 545 745
Fax: 01625 524 510

External links

Our website contains links to other sites whose information practice may be different to ours. You should consult other sites' Privacy Policy as we have no control over information that is submitted to or collected by third parties. Furthermore we cannot guarantee the privacy of personal information you transmit over the web or that may be collectable in transit by others.

Legal Conditions

GLYPT relies on the following legal conditions that are described in the EU General Data Protection Regulation to use your personal information in the ways described in this Privacy Policy:

- **Legal obligations:** where we are under a legal obligation to process your personal data for a particular purpose. For example, obligations we have to hold information about donations or manage Gift Aid information in compliance with applicable tax laws. We may also sometimes need to process personal information for the purpose of us being able to establish or exercise our legal rights or to defend legal claims.
- **Contract:** where we agree to provide any products and/or services to you, we will use your personal information in order to arrange for the provision of those products and/or services as well as performing obligations to you or enforcing our rights under any contract we have with you.
- **Consent:** when you consent or opt-in to receive information and marketing by email.
- **Legitimate interest:** where we have a legitimate interest. This is the legal basis that we rely on to send information and marketing by post or telephone when you take part in supporting GLYPT by making a donation, or requesting information about our work, marketing, campaigns and events or other services.
- We will also have a legitimate interest in being able to use and process personal information for internal administrative purposes, and when it is necessary to take measures to protect our IT network and data security or to protect ourselves (and our beneficiaries and supporters) from risks such as fraud, criminal conduct or reputational damage.
- When processing your personal information based on a legitimate interest, we will make sure that it is exercised proportionately and is always balanced against the privacy rights and other legal rights you have as an individual.

Updated: 22 May 2018