



## **Privacy Policy & Cookies**

Creative Junction (registered Community Interest Company 6413339) is committed to protecting your personal information and being transparent about what information we hold about you. The purpose of this policy is to give a clear explanation of how we collect and use your personal data, and your options regarding the data we store. We use your information in accordance of all applicable laws concerning protection of personal information, including the General Data Protection Regulation (GDPR) and Privacy & Electronic Communications Regulations (PECR).

If you have any queries about this policy, please contact the Data Protection Lead at Creative Junction in writing:

**Email:** [team@creativejunction.org.uk](mailto:team@creativejunction.org.uk)

**Post:** 29 Church Street, Slough, SL1 1PL

The below Privacy Policy governs the use of the Creative Junction website ([www.creativejunction.org.uk](http://www.creativejunction.org.uk)), and related platforms such as Eventbrite (for event bookings) and MailChimp (for email communications). This policy is designed to protect all users, members of the public and staff, and young people who choose to engage with Creative Junction.

This policy was last updated on **22 May 2018**.

### **Information collection**

Through our website, social media platforms, email and in person, we collect personal information in a number of ways.

**Information you give us:** For example when you sign up for newsletters, send us a completed contact form, make an event booking via Eventbrite, email any member of our team or generic team email address, give us a business card or your email, we'll store personal information provided - name, email address, postal address and organisation. We will also keep a record of your attendance at events when booked through Eventbrite or via our emails.

**Cookies:** Cookies are small text files that are automatically place onto your device by some websites you visit. They are widely used to allow a website to function, as well as to provide website operators with information on how the site is being used. We use cookies to identify how the website is being used and what improvements we can make. All cookies are anonymous and cannot be traced back to you individually.

### **Legal basis**

There are three legal bases under which we may process your data.

**Contract purposes:** When you, for example, make a booking with us, sign up to one of our projects or enter into a contract for services with us, you are entering into a contract with us. In order to perform this contract we need to process and store your data. For example, we may need to contact you by email or telephone in the case of cancellation of an event, or for payment purposes.

**Legitimate interest:** In certain situations we collect and process your personal data for purposes that are in our legitimate organisational interests. However we only do this if there is no overriding prejudice to you by using your personal information this way. We describe below all situations where we may use this basis for processing.

**With your explicit consent:** For any situations where the two bases above are not appropriate, we will instead ask for your explicit consent before using your personal information in that specific situation.

### **Marketing communications using MailChimp**

We aim to communicate with you about the work that we do in ways that you find relevant, timely and respectful. To do this we use data that we have stored about you, such as your organisation or what events you have booked for in the past, as well as any contact preferences you may have told us about.

Email marketing is generated through MailChimp, and we use a spreadsheet to store your contact details. This is only First Name, Last Name, Organisation (if relevant) and email address.

We use our legitimate organisational interest as the legal basis for communications by post or email with relevant business contacts, including those working in the arts, cultural, heritage, education and community sectors. In the case of postal mailings, you may object to receiving these at any time using the contact details at the end of this policy. In the case of email, we will give you an opportunity to opt out in every email that we send you by emailing [team@creativejunction.org.uk](mailto:team@creativejunction.org.uk).

### **Other processing activities**

In addition to marketing communications, we also process personal information in the following ways that are within our legitimate organisational interests:

- We may analyse data we hold about you to ensure that the content and timing of communications that we send you are as relevant to you as possible.
- We may analyse data we hold about you in order to identify and prevent fraud.
- In order to improve our website, we may analyse information about how you use it and the content that you interact with.

You have the right to object to any of this processing at any time. If you wish to do this, please use the contact details at the end of this policy. Please bear in mind that if you object this may affect our ability to carry out tasks above that are for your benefit.

### **Online bookings via Eventbrite**

We use Eventbrite to host and process bookings for some events and courses. All event bookings paid for by debit/credit card are processed via Eventbrite, and Creative Junction do not have access to your payment details. Please view Eventbrite's privacy policy and terms of service for full information on how the platform uses your data.

By making an online booking, you consent to your data being shared with relevant members of the Creative Junction team and event/course leads.

### **Third parties**

Beyond those already identified in this policy, we will never share your data with third parties without requesting explicit permission before doing so.

### **Security of your personal information**

We will put in place appropriate safeguards (both in terms of our procedures and the technology we use) to keep your personal information as secure as possible. We will request that any third parties we use for processing your personal information do the same.

### **Maintaining your personal information**

We will only store your personal information for as long as necessary for each process, and you can ask for your information to be deleted at any point by emailing [team@creativejunction.org.uk](mailto:team@creativejunction.org.uk). For specific processes named in this policy:

**Marketing communications:** We will keep your contact details on relevant mailing lists until you request to unsubscribe.

**Event bookings, contracts:** We will keep a record of event bookings, contracts for services and invoices for 7 years after the end of the financial year of the transaction date for tax and financial reporting records. After this period your information will be deleted, unless you have any further bookings/contracts for services with us during that time.

If there are aspects of your record that are inaccurate or that you would like to remove, please use the contact details at the end of this policy.

Any objection you make to processing of your data, such as unsubscribing from email marketing, will be stored against your record on our system so that we can comply with your requests.

### **Your rights to your personal information**

You have a right to request a copy of the personal information that we hold about you and to have any inaccuracies in this data corrected. Please use the contact details at the end of this policy if you would like to exercise this right.

### **Contact details and further information**

Please get in touch with us if you have any questions about any aspect of this Privacy Policy, and in particular if you would like to object to any processing of your personal information that we carry out for our legitimate organisational interests.

**Creative Junction CIC, 29 Church Street, Slough, SL1 1PL**

**[team@creativejunction.org.uk](mailto:team@creativejunction.org.uk)**

**Policy last updated: 16 May 2018**

**Creative Junction CIC, 29 Church Street, Slough, SL1 1PL**

**t. 01753 470 324 e. [team@creativejunction.org.uk](mailto:team@creativejunction.org.uk) [www.creativejunction.org.uk](http://www.creativejunction.org.uk) @CreativeJunc**

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