

# Privacy & Cookies

## Privacy policy

At Forward Arts Foundation, we care about being transparent about the data we collect and how we use it. We also believe in putting you in control of your data and the permissions you give us to use it.

The following privacy policy applies from 25 May 2018

## What data do you collect about me?

We collect data in three ways:

1. Directly from you, such as when you fill out registration forms, entry forms and surveys.
2. From the products and services you use such as which pages you visit on our website, offers you have signed up for and how you have interacted with our newsletters.
3. From 3<sup>rd</sup> parties such as ticket sales and charitable giving websites, but only when you have chosen to share that information with us.

We may collect the following information:

- Name and job title
- Contact information including email address
- Demographic information such as postcode, preferences and interests
- Other information relevant to customer surveys and/or offers
- Your activity and interactions with our websites and newsletters
- Your interactions with our work and projects

## What do you do with my personal data?

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- To provide you with the projects or services you have signed up for.
- To provide updates about the projects or services you have signed up for.

- Financial or legal record keeping.
- To improve our products and services.
- We may use the information to customise the website or communications according to your interests.
- Reporting to our funders and partners. In this case we will remove all personal information that could identify you personally.

### **Who do you share my data with?**

We will never sell, distribute or lease your personal information to third parties unless we have your permission to do so.

We will share your information in the following situations:

- With partners who help us deliver the projects or services you have signed up to
- With funders for reporting purposes
- When you have provided consent
- When we have a legal requirement to do so

### **How long will you keep my data?**

We will only keep data for as long as we need it and the length of time we keep data will vary depending on what it is.

We have a legal obligation to keep financial data for 6 years.

### **What rights do I have?**

- To be informed about how we use your personal data
- To update your personal data. You can do this by using the relevant manage profile link on the online service you are using or by contacting us at [info@forwardartsfoundation.org](mailto:info@forwardartsfoundation.org) if this isn't available
- To ask us to delete your personal data.
- To get a free copy of your personal data.
- To object to the processing of your data.
- To complain to the Information Commissioner

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic

and managerial procedures to safeguard and secure the information we collect online.

### **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

### **Links to other websites**

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### **Changes to this Privacy Notice**

We will check regularly check this policy and update this page with any changes.

### **Resolving Privacy Issues**

We will always do our best to resolve any data privacy issues you may have. If you feel we haven't acted appropriately then you have the right to refer any data privacy issue to the Information Commissioner's Office.