

Privacy Notice for Harrow Arts Centre

Harrow Arts Centre is a multi-form Arts Centre run by the Harrow London Borough Council. We take your right to privacy seriously. This Privacy Notice deals with personally identifiable information, your "Data", that we may collect. Our privacy policy is fully compliant with General Data Protection Regulation introduced on 25th May 2018.

Purpose for processing your information

Purchase Contract: When you make a purchase from 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 to arrange delivery/collection of your tickets, or in the case of problems with your booking or payment.

Marketing Communications: 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 what events you have booked for in the past, as well as any preferences you have told us about. We use our legitimate organisational interest as the legal basis for communications by post and email and will only contact you about events relevant to the data stored.

We collect the following information:

Information you give us: For example, when you register on our website or buy tickets, we'll store personal information you give us such as your name, email address, postal address, telephone number and card details. We will also store a record of your purchases and donations.

Information about your interactions with us: For example, when you visit our website, we collect information about how you interact with our content. When you buy tickets to our events, we collect this information to inform our marketing communications with you. When we send you a mailing we store a record of this, and in the case of emails we keep a record of which ones you have opened and which links you have clicked on.

Sensitive personal data: Protection law recognises that certain categories of personal information are more sensitive such as health information, race, religious beliefs and political opinions. We do not usually collect this type of information about our patrons unless there is a clear reason for doing so. As an example, we collect health information about participants in our programme of classes and courses.

How we collect your information

Purchasing: When you make a purchase from us or when you register on our website we will collect your contact information as outlined above.

'Opt In' Marketing Communications: We operate a strict 'opt in' policy which assumes you do not wish to receive marketing communications. When purchasing tickets or registering an account online, over the telephone or face-to-face you will be asked whether you would like to 'opt in' to receive marketing communications.

Who the information is shared with

There are certain circumstances under which we may disclose your personal information to third parties. These are as follows:

- To our own service providers who process data on our behalf and on our instructions (for example our ticketing system software provider). In these cases, we require that these third parties comply strictly with our instructions and with data protection laws.
- Where we are under a duty to disclose your personal information in order to comply with any legal obligation (for example to government bodies and law enforcement agencies).

How long do we keep your information?

Your data will be stored with us for a period of at least two years. If your account with us remains inactive for more than two years your data and account will be deleted.

Google Analytics: We use Google Analytics to monitor website usage, and to inform and optimise marketing strategy. Google analytics data will be stored for a period of 2 years. If you would like the ability to prevent your data from being used by Google Analytics please see [Google Analytics' currently available opt outs for the web](#).

Your rights and access to your information

You have the right to request a copy of the information that we hold about you.

The new General Data Protection Regulation also gives you additional rights about the information we hold about you and how we use it, including the right to:

- Withdraw consent and the right to object and restrict further processing of your data (Opt Out); however, this may affect service delivery to you.
- Request to have your data deleted where there is no compelling reason for its continued processing and provided that there are no legitimate grounds for retaining it.
- Request your data to be rectified if it is inaccurate or incomplete

You can change your contact preferences anytime in the 'your account' section of our website [here](#).

If you have any concerns

Please contact us if you would like to know more about the information we hold about you and how we use it. Please call 020 3773 7161 or email dpo@harrow.gov.uk

You have a right to complain to us if you think we have not complied with our obligation for handling your personal information; please visit Harrow Councils [Compliments and Complaints](#) page.

If you are not satisfied with the Council's response you have a right to complain to the Information Commissioner's Office (ICO). You can [report a concern by visiting the ICO website](#).

Automated decision making

We do not carry out any automated decision making

Changes in your circumstances

You must notify us immediately if there are any changes in your circumstances and personal details so we can maintain an accurate and up to date record of your information.