



## ECHO YOUTH THEATRE

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### PRIVACY POLICY

This Privacy Policy applies between you, the User of this website, and Echo Youth Theatre C.I.C, the owner and provider of this website. Echo Youth Theatre C.I.C takes the privacy of your information very seriously including the safeguarding responsibilities we have in holding young people's data.

This Privacy Policy applies to our use of any and all data collected by us, or provided by you in relation to your use of the website, specifically registration to our mailing list and subsequently in direct communications with us via our mail database system while your data is held on our database.

**Please read this Privacy Policy carefully.**

### Definitions and Interpretation

In this Privacy Policy, the following definitions are used:

data	collectively all information that you submit to Echo Youth Theatre C.I.C via the website. This definition incorporates, where applicable, the definitions provided in the Data Protection Laws;
Data Protection Laws	any applicable law relating to the processing of personal data, including but not limited to the GDPR, and any national implementing and supplementary laws, regulations and secondary legislation;
GDPR	the UK General Data Protection Regulation;
Echo Youth Theatre C.I.C, we or us	Echo Youth Theatre C.I.C, a company incorporated in England and Wales with registered number 10936328 whose registered office is at St Edmunds Church, Fishergate, Norwich, Norfolk, NR3 1SE;
User or you	any third party that accesses the website and is not either (i) employed by Echo Youth Theatre C.I.C and acting in the course of their employment or (ii) engaged as a consultant or otherwise providing services to Echo Youth Theatre C.I.C and accessing the website in connection with the provision of such services; and
website	the website that you are currently using, <b><a href="http://www.echoyouththeatre.co.uk">www.echoyouththeatre.co.uk</a></b> , and any sub-domains of this site unless expressly excluded by their own terms and conditions.

In this Privacy Policy, unless the context requires a different interpretation:

- the singular includes the plural and vice versa;
- references to sub-clauses, clauses, schedules or appendices are to sub-clauses, clauses, schedules or appendices of this Privacy Policy;
- a reference to a person includes firms, companies, government entities, trusts and partnerships;
- "including" is understood to mean "including without limitation";
- reference to any statutory provision includes any modification or amendment of it;
- the headings and subheadings do not form part of this Privacy Policy.

## Scope of this Privacy Policy

This Privacy Policy applies only to the actions of Echo Youth Theatre C.I.C and Users with respect to this website. It does not extend to any websites that can be accessed from this website including, but not limited to, any links we may provide to social media websites.

For purposes of the applicable data Protection Laws, Echo Youth Theatre C.I.C is the "data controller". This means that Echo Youth Theatre C.I.C determines the purposes for which, and the manner in which, your data is processed.

## Data Collected

We may collect the following data, which includes personal data, from you:

- name;
- date of birth;
- contact information such as email addresses and telephone numbers;
- demographic information such as postcode, preferences and interests;

in each case, in accordance with this Privacy Policy.

## How We Collect Data

We collect data in the following ways:

- data is given to us by you;
- data is received from other sources; and
- data is collected automatically.

## Data That is Given to Us by You

Echo Youth Theatre C.I.C will collect your data in a number of ways, for example:

- when you contact us through the website, by telephone, post, e-mail or through any other means;
- when you register with us and set up an account to receive our products/services;

- when you complete surveys that we use for research purposes (although you are not obliged to respond to them);
- when you make payments to us, through this website or otherwise;
- when you elect to receive marketing communications from us;

in each case, in accordance with this Privacy Policy.

## Data That is Received From Third Parties

Echo Youth Theatre C.I.C will receive data about you from the following third parties:

- Ticket sales websites when we sell directly to you via another website;
- Venues that are staging our shows, if you have purchased tickets for our shows through their websites;
- Norfolk County Council if you are attending an event that is booked and registered by them via their appointed website.

## Data That is Collected Automatically

To the extent that you access the website, we will collect your data automatically, for example, we automatically collect some information about your visit to the website. This information helps us to make improvements to website content and navigation, and includes your IP address, the date, times and frequency with which you access the website and the way you use and interact with its content.

## Our Use of Data

Any or all of the above data may be required by us from time to time in order to provide you with the best possible service and experience when using our website. Specifically, data may be used by us for the following reasons:

- internal record keeping;
- transmission by email of marketing materials that may be of interest to you;

in each case, in accordance with this Privacy Policy.

We may use your data for the above purposes if we deem it necessary to do so for our legitimate interests. If you are not satisfied with this, you have the right to object in certain circumstances (see the section headed "Your rights" below).

For the delivery of direct marketing to you via email, we will need your consent, whether via an opt-in or soft-opt-in:

- soft opt-in consent is a specific type of consent which applies when you have previously engaged with us (for example, you contact us to ask us for more details about a particular product/service, and we are marketing similar products/services). Under "soft opt-in" consent, we will take your consent as given unless you opt-out.
- for other types of e-marketing, we are required to obtain your explicit consent; that is, you need to take positive and affirmative action when consenting by, for example, checking a tick box that we will provide.

If you are not satisfied with our approach to marketing, you have the right to withdraw consent at any time. To find out how to withdraw your consent, see the section headed "Your rights" below.

When you register with us and set up an account to receive our services, the legal basis for this processing is the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract.

## Who We Share Data With

We may share your data with the following groups of people for the following reasons:

- our staff, agents and/or professional advisors in order to facilitate the administration of the company and contact users and participants;
- relevant authorities in order to facilitate the management of safeguarding in the organisation and comply with regulations, including performance licensing;
- local government funding bodies in order to facilitate funded activities;

in each case, in accordance with this Privacy Policy.

## Keeping Data Secure

We will use technical and organisational measures to safeguard your data, for example:

- access to your data in our database is controlled by a password and a username that is unique to each user and users are limited to only those who need access;
- we store your data on secure servers.

Technical and organisational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your data, please let us know immediately by contacting us via this email address: [admin@echoyouththeatre.co.uk](mailto:admin@echoyouththeatre.co.uk).

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit [www.getsafeonline.org](http://www.getsafeonline.org). Get Safe Online is supported by HM Government and leading businesses.

## Data Retention

Unless a longer retention period is required or permitted by law, we will only hold your data on our systems for the period necessary to fulfil the purposes outlined in this Privacy Policy or until you request that the data be deleted.

Even if we delete your data, it may persist on backup or archival media for legal, tax or regulatory purposes.

## Your Rights

You have the following rights in relation to your data:

- Right to access:
  - you have the right to request (i) copies of the information we hold about you at any time, or (ii) that we modify, update or delete such information.
  - if we provide you with access to the information we hold about you, we will not charge you for this, unless your request is "manifestly unfounded or excessive."
  - where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.
- You have the right to have your data rectified if it is inaccurate or incomplete.
- You have the right to request that we delete or remove your data from our systems.
- You have the right to restrict our use of your data i.e. "block" us from using your data or limit the way in which we can use it.
- You have the right to request that we move, copy or transfer your data.
- You have the right to object to our use of your data including where we use it for our legitimate interests.

To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your data (where consent is our legal basis for processing your data), please contact us via this email address: [admin@echoyouththeatre.co.uk](mailto:admin@echoyouththeatre.co.uk).

If you are not satisfied with the way a complaint you make in relation to your data is handled by us, you may be able to refer your complaint to the relevant data protection authority. For the UK, this is the Information Commissioner's Office (ICO). The ICO's contact details can be found on their website at <https://ico.org.uk/>.

It is important that the data we hold about you is accurate and current. Please keep us informed if your data changes during the period for which we hold it.

## Links to Other Websites

This website may, from time to time, provide links to other websites. We have no control over such websites and are not responsible for the content of these websites. This Privacy Policy does not extend to your use of such websites. You are advised to read the Privacy Policy or statement of other websites prior to using them.

## Changes of Business Ownership and Control

Echo Youth Theatre may, if dissolved as a C.I.C, transfer control of all or part of Echo Youth Theatre C.I.C. data provided by Users, where it is relevant to any part of our business so transferred, and the new controlling party will, under the terms of this Privacy Policy, be permitted to use the data for the purposes for which it was originally supplied to us.

In the above instance, we will take steps with the aim of ensuring your privacy is protected.

## General

You may not transfer any of your rights under this Privacy Policy to any other person. We may transfer our rights under this Privacy Policy where we reasonably believe your rights will not be affected.

If any court or competent authority finds that any provision of this Privacy Policy (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this Privacy Policy will not be affected.

Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.

This Agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the English and Welsh courts.

## Changes to This Privacy Policy

Echo Youth Theatre C.I.C reserves the right to change this Privacy Policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the website and you are deemed to have accepted the terms of the Privacy Policy on your first use of the website following the alterations. You may contact Echo Youth Theatre C.I.C by email at [admin@echoyouththeatre.co.uk](mailto:admin@echoyouththeatre.co.uk).