

---

The Empire Theatre is a not for profit community project providing live shows, live music, comedy and entertainment for the town of Halstead and surrounding areas, also provides space for groups and organisations to use for performing arts classes and performances

At The Empire, we understand that your privacy is important and we will treat any personal information you provide us as confidential and this will only be used and recorded in accordance with Data Protection laws. We are committed to being transparent about how we collect and use data and promise to not sell any information about you to any other party.

This Privacy Notice explains how your personal Information is handled in connection with all services we provide.

## **HOW WE COLLECT YOUR INFORMATION**

The Empire Theatre may collect and process data online, face to face, over the phone, in writing and through email communications. We may monitor, record, store and use any telephone, email or other communication with you in order to check any instructions given to us, for training purposes, for crime prevention and to improve the quality of our customer service.

We may collect and process the following information (but not limited to):

- Your contact details such as your name, address, email address, telephone number to enable us to respond to or reach you through alternative means.
- Business contact information such as your job title, business location and type of services being offered as well as other employees in the business.
- Information you provide to us when enquiring about one of our services.
- Information you provide to us for a volunteer vacancy by way of submitting a CV, resume or job application. Including whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process; any prior convictions of a criminal offence other than a 'spent conviction' and information about your entitlement to work in the UK.
- Vehicle registration numbers and other relevant information when CCTV cameras are monitored.
- Video and photographic footage captured by staff during live events for promotional activities.
- Certificates, qualifications, or professional membership numbers where we require evidence or proof of something you have requested.
- Information relating to insurance claims such as personal injury and property damage claims

## **SPECIAL CATEGORY DATA**

Where we collect special categories of data, we will ensure we satisfy one of the 10 conditions under article 9 of the General Data Protection Regulations to process this type of data. We do not collect sensitive data that is not required to fulfil the purpose of the processing undertaken.

Special categories of data we capture, where appropriate (including but not limited to):

- Race
- Ethnic origin
- Religious beliefs
- Health
- Philosophical beliefs
- Sexual orientation

## **HOW DO WE USE YOUR INFORMATION AND ON WHAT LEGAL BASIS**

We will only use your information where we have your consent, or we have another lawful reason for using it. We only use the data that is collected to fulfil the purpose it was collected for. These reasons include where we:

- 
- Need to process the information to carry out an agreement we have with you or where you have requested a service from us (Contractual/Pre-contractual).
  - Need to process the information to comply with a legal obligation.
  - Believe the use of your information as described is in the public interest e.g., for the purpose of preventing or detecting crime.
  - Need to establish, exercise, or defend our legal rights.
  - Need to pursue our legitimate interests.

We use your information to provide a service to you that you have requested or where we are contractually required to do so; to send marketing communications to you (where you have agreed or where there is a legitimate interest for you to receive an update) and/or for administrative purposes.

## **WHO HAS ACCESS TO YOUR INFORMATION**

Your information may be shared internally to process or fulfil a request or provide a service. The organisation shares your data with third parties where it is required to do so by law or there is an identified legitimate reason to do so. We may also use several software applications which are provided by third party processors, however, we ensure that these are vetted and provide adequate protection to your personal data and that there is a written contract in place for safeguarding.

## **TRANSFERRING INFORMATION OUTSIDE THE UK**

The organisation will not routinely transfer your personal information to countries outside the European Economic Area. Should there be a specific need to do this, data will be transferred outside the EEA based on that data going only to countries with adequate data security and where there is a specific business reason for sharing that data.

## **RECIPIENTS OF INFORMATION**

Where necessary, we will share the personal information you gave us with the types of organisations listed below but not limited to:

- Local councils, central government, law enforcement, courts, dispute resolution bodies, our regulators, auditors and any party appointed or requested by our regulators to carry out investigations or audits of our activities.
- Suppliers and service providers.
- Government agencies and bodies such as the DVLA (Driver and Vehicle Licence Agency).
- Insurers, solicitors, lawyers, or any other representative, brokers or accident management companies to administer any claims related to our business.
- On-line payment providers to fulfil a payment request or banks.

## **HOW DO WE KEEP YOUR PERSONAL INFORMATION SECURE**

We are committed to ensuring that your personal data is safe and processed securely. In order to prevent your personal data from being accidentally lost, used or accessed in an unauthorised manner, altered or disclosed, we have put in place suitable physical, electronic and managerial measures.

We limit the access to your personal information to those employees who have a business need to know, for instance through secure work areas and access controls on all of our systems. Employees, contractors and other third parties who handle personal data will process your personal information in line with our direct instructions.

## **HOW LONG DOES THE ORGANISATION KEEP YOUR PERSONAL DATA**

---

We will retain and process your personal information for as long as necessary to meet the purposes for which it was originally collected. These periods of time are subject to legal, tax and regulatory requirements or to enable us to manage our business.

## **YOUR DATA PROTECTION RIGHTS**

You have the following rights in relation to the information that we hold about you:

- The right to access information we hold about you and to obtain information on how we process it (free of charge).
- In some circumstances, the right to withdraw your consent to our processing of your information, which you can do at any time. We may continue to process your information if we have another legitimate reason for doing so.
- In some circumstances, the right to receive certain information you have provided to us in an electronic format and/or request that we transmit it to a third party.
- The right to request that we rectify your information if it is inaccurate or incomplete.
- In some circumstances, the right to request that we erase your information. We may continue to retain your information if we're entitled or required to retain it.
- The right to object and request that we restrict, our processing of your information in some circumstances. Again, there may be situations where you object to, or ask us to restrict our processing of your information but we're entitled to continue processing your information and/or to refuse your request.

You can exercise your rights by contacting us using the details set out at the bottom of this Privacy Notice. You also have a right to complain to the UK Information Commissioner's Office by visiting [org.uk](http://org.uk) or to the data protection regulator in the country where you live or work.

## **WHAT WE NEED FROM YOU**

You are responsible for making sure the information you give us is accurate and up to date, and you must tell us if anything changes as soon as possible. If you provide information for another person, you'll need to direct them to this notice.

## **HOW WE KEEP YOUR INFORMATION SECURE**

We use a range of measures to keep your information safe and secure which may include encryption and other forms of security such as multi factor authentication. We require our staff and any third parties who carry out any work on our behalf to comply with appropriate compliance standards including obligations to protect any information and applying appropriate measures for the use and transfer of information.

## **AUTOMATED DECISION-MAKING**

**The Empire Theatre Trust CIO** does not use any form of automated decision making, such as profiling. We may undertake a simple credit check using a third-party processor; however, we would inform you of this prior to doing so.

## **CONTACT INFORMATION**

Email – [secretary@empire-theatre.co.uk](mailto:secretary@empire-theatre.co.uk)

Address - Empire Theatre Trust CIO, Butler Road, Halstead, CO9 1LL