



## Privacy Notice

Version Number:	V1.4
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Name of responsible committee:	Personnel, Policies & Quality
Name of executive lead:	Lead Officer
Date V1.0 issued:	12 April 2018
Last Reviewed:	14 June 2021
Next Review date:	May 2022

This page sets out the details of Arc's privacy notice in relation to information collected about you.

### Who we are

Arts for Recovery in the Community  
Hat Works, Wellington Mill, Wellington Rd South, Stockport SK3 0EU

Arc is a registered charity and our charity number is 1107607. Arc is also a limited company registered in Cardiff, and our company number is 05288784.

### What we offer

Arc's core activities (for all which we keep personal data) include:

- Long-term programmes of therapeutic arts activities which support adults recovering from mental illness; delivered within The Arc Centre with additional outreach projects connecting into psychiatric wards; deprived neighbourhoods; Women's Refuges; specialist refugee/asylum seeker agencies.)
- A creative programme promoting the wellbeing of vulnerable young people with mental health needs (e.g. young carers; children of substance-misusing parents; refugees).
- Volunteering and paid work opportunities in 'The Arc Centre', enabling people recovering from mental illness to build skills and confidence, moving towards economic independence.
- A public-facing programme of wellbeing and creative activities, exhibitions and events for the whole community (which in turns creates opportunities for our most vulnerable participants to volunteer, connect and avoid isolation/stigma).

### About GDPR

The General Data Protection Regulation (GDPR) (EU) 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union. EU GDPR came into effect in May 2018, and replaced the 1995 Data Protection Directive (Directive 95/46/EC)..

Following the UK exit from the EU on 31<sup>st</sup> January 2021 EU GDPR ceased to apply in the UK and has been replaced by UK GDPR.

UK GDPR incorporates EU GDPR and The Data protection Act 2018. It is similar to the EU regulations and therefore as Arc was compliant with the EU laws it is compliant with the new UK laws.

This privacy notice is intended to align with GDPR and will be continuously monitored to ensure it remains so.

## About personal data

Personal data is any information relating to a living individual, whether it relates to his or her private, professional or public life. It can be anything from a name, a home address, a photo, an email address, bank details, posts on social networking websites, medical information, or a computer's IP address.

## Where we collect information about you from

We collect information in the following ways:

- When you give it to us DIRECTLY.  
You may give us your information in order to sign up for one of our core activities or public events, tell us your story, make a donation, purchase our products or communicate with us.
- When you give it to us INDIRECTLY.  
Your information may be shared with us by independent event organisers, for example a fundraising site like Just Giving. These independent third parties will only do so when you have indicated that you wish to support Arc and with your consent. You should check their Privacy Policy when you provide your information to understand fully how they will process your data.
- When you give permission to OTHER ORGANISATIONS to share or it is available publicly

## Use of personal data

Arc ("we") promises to respect any personal data you share with us, or that we get from other organisations and keep it safe. The data we hold varies according to the way we engage with each person. We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect. We will not store information we do not need or keep it for longer than we need to.

Developing a better understanding of our supporters and those we support through their personal data allows us to make better decisions, fundraise more efficiently and, ultimately, improve our services.

We also post photographs on social media platforms to promote our activities. Depending upon the nature of the photograph, we may need to seek your permission before uploading it (i.e. an individual or small group photograph). There are certain circumstances where such permission is not needed (i.e. a large public gathering).

With respect to our public programme, exhibitions and events, we will only send marketing communications to those of you who have explicitly stated that you are happy for us to do so via your preferred channel(s) (email, SMS, phone or post).

We will not assume that you wish to receive this information unless you have opted in, even if you have received it prior to May 2018.

If you would like to receive such communications but have not opted in please contact us on 0161 480 7731 or email us at [info@arc-centre.org](mailto:info@arc-centre.org)

In the case of certain individuals, such as business suppliers, we will store only information necessary to run Arc's business for reasons deemed in our legitimate interests.

With respect to vulnerable people accessing one of our programmes, we will ask your permission to store your personal details. In the case of younger participants below the age of 13 we will need to seek this permission from their parents.

In the case of volunteers, we have decided to seek your permission even though it would fall into the category of legitimate interests.

In all cases we will consider the individual's interests, rights and freedom when we determine the legal basis for holding information.

## What information do we collect about you?

The information we hold depends upon the reason for holding it. We will not keep any information we do not need to keep, and we will not store it longer than we need to.

If you are a participant, we collect the personal data that you either consent to give us, or have given permission for another organisation to share as part of an application to join one of our programmes, and reviews of your progress as a participant.

Personal information we collect may include: your name, title, gender and date of birth; postal address, email address and phone number; medical information, current interests and activities. Details of a referring agency if relevant to an application photographs of your involvement in our events and activities.

If you are a volunteer the information we collect may include: your name, title, gender and date of birth; postal address, email address and phone number; photographs of your involvement in our events and activities.

If you are a visitor accessing our public programme, information may be held in the form of ticket bookings, online purchases, donation forms, e-newsletter sign-ups and visitor surveys, contact preferences, or Gift Aid status, details of correspondence sent to you, or received from you; other information provided by yourself at the request of Arc.

If you are an artist in receipt of payment from Arc we will ask for your Bank details.

This list is not exhaustive and if you have any concerns about what information Arc may have about you, you can make a subject access request and if you then wish, you can choose to have it removed. See the paragraphs entitled **Opting out** and **The right to erasure** below.

When we ask you to provide your personal information we will let you know why we are asking, and how we will use your data, by directing you towards this notice.

## **What we do with your information**

If we ask for consent to hold your information we will only use your information for the purpose(s) you gave us permission to use it. Depending on your relationship with Arc and the preferences you have indicated, information we hold may be used by us for one or more of the following purposes:

Contacting you if you are a participant involved in one of our core programmes.

Uploading photographs to social media, or displaying them in exhibitions at Arc and elsewhere.

Sharing your story - Some people choose to tell us about their experiences with mental health to help further our work. As standard practice we anonymise such stories. If we have the explicit and informed consent of the individuals, or their parent or guardian if they are under 18, this information may be made public by us at events, in materials promoting our campaigning and fundraising work, or in documents such as our annual report.

Sending you promotional, marketing or fundraising information by post, telephone or electronic means. These types of communications can include:

- Informing you of other products, services or events related to Arc, such as exhibitions, events, or retail offers.
- News and updates about Arc, such as artist & volunteer opportunities, marketing or supporter e-newsletters.
- Information on our fundraising operations, including occasional targeted requests to consider giving financial support to Arc, or to ask you to consider supporting us in other ways.
- Other relevant communications based upon your relationship with Arc.

## **Opting out**

You can opt out of any / all of our communications at any point simply by contacting us at [feedback@arc-centre.org](mailto:feedback@arc-centre.org)

Alternatively you can telephone us on 0161 480 7731

Please note that there may be some communications that we are required to send regardless of your contact preferences. These are essential communications, deemed necessary to fulfil our contractual obligations to you. These include thank you letters, Gift Aid confirmation letters and querying returned mail or bounced cheques with you.

### **Who we might share your information with**

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff, volunteers and contractors.

We will only ever share your data with others if we have your explicit and informed consent, except in the exceptional circumstances outlined in the next paragraph.

### **Exceptional circumstances where your information might need to be shared**

In exceptional circumstances we may need to disclose your details if requested by the police, regulatory bodies or legal advisers.

We may in exceptional circumstances need to share some of your information with a statutory agency, for example where we think you might be at risk of significant harm. This is because Arc has determined that safeguarding outweighs data protection where an individual is at risk of harm.

In these highly exceptional circumstances we will seek your permission first but please note we may be obliged to share your information even if you do not provide permission.

We do not otherwise disclose personal data to any third parties or external organisations, other than data processors carrying out their normal work on our behalf such as Mailchimp or Eventbrite, and only then if you have opted to receive information about our public programme, exhibitions and events. We also upload photographs of our events to Facebook.

Any such companies are acting as approved data processors for Arc, and we will ensure that they have secure systems in place to protect your information.

Because such external organisations are often based in other countries, by using them we will be transferring your personal information overseas, for instance to our bulk email distributor, MailChimp.

We are required to ensure any international transfers of data will be done securely, in accordance with best practice, and in compliance with the General Data Protection Regulation (GDPR). Facebook, Twitter, Mailchimp and others now have GDPR compliant data protection policies and procedures, and we encourage you to check these out for yourself.

Your data will never be sold or passed to any third party for any other purpose than the ones mentioned above.

### **Keeping your information up to date**

We really appreciate it if you let us know if your contact details change! You can do this in person, by telephone or email. Please see the bottom of this notice for our contact details.

### **How we keep your information secure**

We have implemented security procedures, rules and technical measures to protect the personal data that we have under our control from:

- unauthorised access;
- improper use or disclosure;
- unauthorised modification.

All our employees and data processors, who have access to, and are associated with the processing of personal data, are legally obliged to respect the confidentiality of our participants', visitors' and supporters' personal data.

## How can I access the information about me, and correction of information?

You can ask us if we are keeping any personal data about you and you can also request to receive a copy of that personal data - this is called a **Subject Access Request**.

To make a Subject Access Request you will need to provide adequate proof of identity such as a copy of your passport, birth certificate or driving licence before your request can be processed. There is no fee charged for making a request.

Please try to be as clear as possible about the information you are seeking.

Once we have received your Subject Access Request and proof of identity, you will receive a response from us within 30 days and you will be able to get copies of any information we hold on you. Exemptions to disclosure may apply in some circumstances.

Subject Access Requests should be sent to:

Lead Officer  
Arts for Recovery in the Community  
Hat Works, Wellington Mill, Wellington Rd South, Stockport SK3 0EU

or Email: [feedback@arc-centre.org](mailto:feedback@arc-centre.org)

## The right to erasure

The right to erasure is also known as 'the right to be forgotten'. You can request that we erase or correct ('rectify') your personal information in writing at [feedback@arc-centre.org](mailto:feedback@arc-centre.org) or write to the above address or verbally, and we will respond within one month. However the right to erasure is not absolute and only applies in certain circumstances

## Cookies

Arc uses cookies to ensure that we give you the best experience on our web site at <http://arc-centre.org>. You can choose whether or not to accept cookies, but if you choose to opt out the web site may not function correctly. For further details, please refer to our Cookie Policy which can be found at <http://arc-centre.org/cookie-policy/>

## Other websites

Arc will not share your information with other web sites or organisations without your express permission.

## Changes to our privacy notice

We regularly review our privacy notice, and may make changes from time to time. Any changes made will be posted to this page, and will apply from the time we post them.

## How to contact us

If you have any comments on our privacy notice, or information we hold about you please contact us by email to [feedback@arc-centre.org](mailto:feedback@arc-centre.org)

or write to us at:

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