

Dogstar Theatre Privacy Statement

Dogstar Theatre respects your privacy and is committed to protecting it.

This page sets out details of Dogstar Theatre's privacy notice. It lets you know how we will use the information we collect about you. It also shows that we comply with the General Data Protection Regulation (GDPR) 2018, the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations (PECR). This policy may change from time to time.

1. Who we are

Dogstar Theatre is a European touring theatre company based in the Scottish Highlands

Our registered address is: Mackenzie Kerr Ca Redwood, 19 Culduthel Road, Inverness, IV2 4AA

We are registered as a Charity in Scotland, registration number **SC032678**, and a company registered in Scotland, number **SC298278**.

2. Why do we need this policy?

Almost every organisation needs to collect some personal data to carry out their activities.

Dogstar Theatre is responsible for the data you supply to us. In data protection law, this is called being the data controller. This means that we decide how to collect and use your personal data and are responsible for ensuring that your data is accurate, is kept safely, and is used lawfully, fairly and in a transparent way. Any data you supply to us will only be processed for the purposes of our work as a charity. This will be mostly to let you know about our activities, make sure you have the best possible, relevant relationship with us and, if you're one of our participants, to make sure you're safe while you're with us.

We've tried to make this policy as easy to understand as possible so that you can be sure that your data is collected, used and stored appropriately.

This policy tells you why we need to collect your data, how we store and use your data and your legal rights to amend or remove your data from our records.

3. What type of data we collect

We collect personal data about you when you sign up to our activities or newsletters, when you make a donation to us, when you buy something from us, when you become a staff member or volunteer, or when you contact us. This is usually done through our online portals, our website or through written correspondence with us either via email or post.

The types of data we collect from you will be different depending on why you get in touch with us. This data might include:

- Personal data such as your name and title, date of birth, postal address, email address, phone number
- Information about how you like to be contacted such as preferred language, preferred pronoun
- Equality monitoring data such as age, disability, race, religion or belief, sexual orientation, gender

- Information about health conditions, access requirements and emergency contact details
- Photographs
- Stories or quotes about the impact of our work

In addition to the above, we collect data about any contact you have with us as a ticket buyer, donor or supporter of Dogstar Theatre. This data might include:

- Ticket purchases and event attendance
- Payment details and financial transaction history with us
- Membership and donor status
- Contact preferences
- Gift Aid status
- Details of correspondence sent to you, or received from you

Please note that if you book or purchase anything with us online your data is processed by a third party, which has its own privacy policy. You should refer to these for further details.

If you have bought tickets for a performance from one of our partner venues and have concerns about the data you provided during this transaction, you may need to contact the venue directly about this. Each venue will have their own privacy policy on their website, which should tell you how you can get in touch with them about this. If you have problems with this, please contact us and we'll try to help to point you in the right direction.

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 policy.

4. How we use your data

To keep you informed

Depending on your relationship with Dogstar Theatre, and the preferences you have indicated, data we hold may be used to send you promotional, marketing, membership or fundraising information by post, telephone or electronic means. These types of communications might include:

- Providing you with the information you need to be able to take part in our activities such as performance or workshop times and locations
- Informing you of other products, services or events related to Dogstar Theatre, such as upcoming performances, events or ticket offers
- News and updates about Dogstar Theatre
- Information on our fundraising campaigns, including occasional targeted requests to consider supporting us in various ways.

You are able to remove your consent to us using your data in this way. You can do this at any time by contacting information@dogstartheatre.co.uk. Please remember that you may no longer be able to participate in our activities if you opt-out of receiving information about them. You can of course opt-out from receiving wider marketing communications or from having your photograph taken, and

this will not affect your relationship with us as a team member, participant, volunteer, or audience member.

To keep you safe

If you are a staff member, freelancer working with us, or volunteer, we may hold sensitive personal data to be able to ensure your safety and well-being while working with us. This information is only distributed on a need-to-know basis to members of the team, and will only be used to make sure you're safe in our activities. This might include making sure additional access needs are met, that there is someone we can contact in the event of an emergency, that your dietary requirements are met, that we do not compromise your health in our activities, that you are able to access medication as required.

To fulfil our contractual obligations to you

If you are purchasing goods or tickets from Dogstar Theatre or are a paid member of the team, we will need to process information about you to allow us to fulfil the terms of our contract with you. This might include sending goods to your address, taking payment for services, or making payments to your account.

To fulfil our contractual obligations to funders or sponsors

We collect data on the impact of our work. This might involve equality monitoring information about staff, freelancers, audience members, participants and volunteers as well as quotes and case studies about the effects of our work. Some of this data is collected to make sure we comply with funder requirements and is shared with those who support us. Some data, quotes and case studies may also be used on our website, in general correspondence with supporters, and to support future funding applications. All data is anonymised, unless specific requests are made to subjects that can be identified for this data to be shared. Completing an equality monitoring form or sharing quotes and case studies with us is optional and not doing so will not affect your relationship with us.

To fulfil our legal and / or legitimate interests

Some of the data we collect is to support us to fulfil our wider responsibilities and support us to carry out necessary checks in the course of our work. We will only distribute this data to a third party if there is a compelling legal reason to do so. These instances might include safeguarding incidents or fraudulent transactions.

Sharing data

We do not give out, sell or trade our mailing list data with third parties.

We do not share your personal data with external companies other than those selected to process our customers' details for the purposes of ticket or donation transactions. We have contractual arrangements with these organisations to ensure that your data is secure and always protected. Requests for information to be corrected or removed from these systems should be made directly to information@dogstartheatre.co.uk

5. How we store your data

We store your electronic data using secure, password-protected databases. Some of your data will be kept on cloud-based systems. We choose systems with strong security features and up-to-date

encryption to help prevent unauthorised access. We know that the transmission of information via the internet is not completely secure, and we will do our best to protect your personal data.

Data is only printed out where necessary, such as to enable us to carry out our activities in places where there is no easy access to WiFi. When this happens, it is stored securely by an assigned team member and destroyed securely when it is no longer needed.

Most data will be securely destroyed by us when it is no longer needed. This is usually between 6 and 36 months after your last engagement with us. The exception to this is our archive which may contain your name, photo / audio / visual recordings of your time with us. This is to support a record of our work and impact across the years.

6. Third party links

You might find links to third parties on our website. These websites have their own privacy policies, which you should check. We do not accept any responsibility or liability for their policies as we have no control over them. In cases when we use external websites provided by other organisations such as Twitter, YouTube or Facebook, then we would ask you to consult their privacy policies.

7. Your data protection rights

Under data protection law, you have legal rights, in certain circumstances to:

- Access your data
- Change or complete your data
- Erase your data
- Restrict the processing of your data
- Object to the processing of your data
- Transfer the information you gave us to another organisation

You are not required to pay any charge for exercising these rights. If you make a request, we will respond to you within 4 weeks.

8. How to contact us if you want to ask any questions about this policy or your rights

Address: Data Protection, Dogstar Theatre, Tallysow Cottage, Novar, Evanton IV16 9XH

Email information@dogstartheatre.co.uk

9. How to make a complaint

You have the right to complain to the Information Commissioner's Office (ICO) if you are unhappy with the way we have used your data. You can do this by calling them on 0303 123 113 or via their website [Data protection complaints | ICO](#)