

synergy theatre project

Privacy Notice

Synergy Theatre Project is committed to protecting your privacy and the secure handling of your personal data. Please read this Privacy Notice carefully as it contains important information about who we are and how and why we collect, store, use and share your personal information. It also explains your rights in relation to your personal information and how to contact us or supervisory authorities if you have a complaint.

We collect and use certain personal information about you. We do this in line with UK Data Protection Law which includes the UK General Data Protection Regulation (UK GDPR), the Privacy and Electronic Communications Regulation (PECR), The Data Protection Act 2018 and any other relevant data protection legislation.

Who we are

Synergy Theatre Project works across theatre and the criminal justice system. We are a registered charity (1088692) and a company limited by guarantee (04219146). We act as the 'Data Controller' for personal information we collect on our own behalf and are registered with the Information Commissioner's Office (ICO), our registration number is: ZA373080. We also act as 'Data Processor' to deliver some services to our service users.

If you have any questions about our Privacy Notice and our use of your personal data, or would like to exercise any of our rights, please contact us using the details below:

Registered address: G.1 Carlton Mansions, 387 Coldharbour Lane, Brixton, London SW9 8GL

Email: info@synergytheatreproject.co.uk

Telephone: 020 3475 5758

Key terms used in this notice

Personal information	Any information relating to an identified or identifiable individual.
Special category personal information	Personal information revealing racial or ethnic origin, political opinions, religious beliefs, philosophical beliefs or trade union membership Genetic and biometric data Data concerning substance use or recovery, health or sexual orientation Information concerning any offences (including alleged offences), criminal proceedings, outcomes and sentences

We aim to be clear when we collect your personal information and not to do anything you would not reasonably expect. The principles we apply in dealing with your personal information are:

- We never sell your personal information
- We won't share your personal information externally except for marketing purposes with your express consent; or
 - with specific processors legitimately acting on our behalf and with proper/appropriate safeguards in place; or
 - if legally required
- We keep all personal information within Synergy Theatre Project-managed systems where access is carefully controlled
- We will only request and use your personal information where necessary and for a legitimate purpose
- We will only retain your personal information if it is necessary to do so.

If you have any questions about how we process your personal information or if you wish to opt out of certain types of processing or communications, please contact using the details set out above.

Why we use your personal information

We use (or 'process') your personal information when we have a proper reason for doing so, namely because it is necessary:

- for the performance of our contract or agreement with you or to take steps at your request before entering into a contract;
- for our legitimate interests or those of a third party;
- to comply with our legal and regulatory obligations; or
- where you have given consent.

A 'legitimate interest' is when we have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests. Where we use legitimate interests to process information, we have carried out a balancing exercise that considers our need to process your information against your privacy rights.

We may process your personal information for the performance of a contract where, for example, you sign up for participatory arts activities; or where you enter into a business arrangement with us.

We may process your personal information because it is in our legitimate interests to do so, for example to inform you of other services or events related to Synergy Theatre Project, such as performances or participatory arts activities; to update you on Synergy Theatre Project news, e.g. via e-newsletters; to provide information on fundraising campaigns, activities and appeals, including occasional general or tailored requests to consider giving financial support to Synergy Theatre Project; to maintain and cultivate our relationships with you (particularly if you are an artist, service user, consultant, professional colleague, partner or potential supporter).

We may process your personal information to comply with our legal and regulatory obligations in conducting checks to identify our customers and verify their identities or in screening for financial and other sanctions or embargoes (e.g. potential donors).

We may also process your special category personal information where:

- it is necessary for medical purposes (e.g. in a medical emergency);
- it is necessary to protect your or another person's vital interests;
- it is necessary for reporting purposes and used in an anonymised or aggregated form; or
- we have your explicit consent to do so.

For service users, we will collect and share personal information that is relevant to your resettlement so that we can support you. We have a 'legitimate interest' to do this under data protection law. This means it lets us carry out our aims and goals as an organisation. These include:

- Working with other agencies and partners involved in your resettlement
- Telling you about Synergy Theatre Project services
- Updating, consolidating and improving the accuracy of our records
- Maintaining and improving our services
- Responding to your enquiries and complaints
- Managing your relationship with us
- Assisting regulatory authorities with their functions
- Safeguarding
- Crime detection, prevention and prosecution.

How we collect your personal information

We collect most of your personal information directly from you. You may give us information by filling in forms or by corresponding with us by telephone, email, face-to-face or otherwise. For instance, we gather information when people sign up to our mailing list.

However, we may also collect information:

- from publicly accessible sources, e.g. Companies House or social media (e.g. LinkedIn, Facebook)
- from public sources for charities (in order to find information about those charities' employees, trustees, etc. and to find information about donations and support)
- from public sources for individuals (collated lists that are publicly available)
- press sources (e.g. newspaper articles), which may include media monitoring (e.g. Google alerts)
- directly from a third party, e.g.:
 - customer due diligence providers
 - sanctions screening providers
 - credit reference agencies
 - from a third party with your consent
 - from cookies on our website
- via our IT systems, e.g.:
 - automated monitoring of our websites and other technical systems, such as our computer networks and connections, communications systems and email systems.
- in photographs or videos documenting a production or event where it would not be necessary, appropriate or practicable to obtain your specific consent (for example, we may seek specific consent for prominent or impactful uses, but typically not for group shots, background inclusion or internal use).

The information we get from other organisations may depend on your privacy settings or the responses you give to these websites. We recommend that you check these settings regularly.

What personal information we collect

We may collect and use the following personal information about you:

- your name and contact information, including email address and telephone number and (if applicable) company details
- information to enable us to check and verify your identity, e.g. your date of birth
- your gender information, if you choose to provide this
- your billing information, including donations and Gift Aid declarations
- if you are a regular donor giving via direct debit, details of your direct debit instruction including your bank account details
- your previous participatory arts activity attendance
- information you make available on our social media accounts e.g. 'likes', posts and responses to our Facebook pages, Twitter and Instagram feeds and YouTube videos
- information to enable us to undertake credit or other financial checks
- Information about how you use our website, IT, communication and other systems
- your responses to surveys, competitions and promotions
- information provided by you for specific purposes (e.g. disability and dietary preferences for event management purposes)
- records of Synergy Theatre Project events you register for and attend
- records of communications and interactions we have had with you
- images of you when captured in photographs of our events in which you appear

Promotional communications

We may use your personal information to send you updates in accordance with your preferences about our services, including exclusive offers, promotions or new services.

We send out emails about the following areas:

- Synergy Theatre Project programme, news and offers
- learning and creative engagement opportunities and appropriate related events
- ways in which you can support Synergy Theatre Project

You have the right to opt out of receiving promotional communications at any time by:

- using the 'unsubscribe' link in Mailchimp e-newsletters
- updating your contact preferences.

If you need further assistance, you can also contact us at info@synergytheatreproject.co.uk

We may ask you to confirm or update your marketing preferences if you instruct us to provide further services in the future, or if there are changes in the law, regulation, or the structure of our business.

There are certain types of event-specific emails that you will always receive from us, regardless of your contact permissions. These include confirmation of booking, pre-event information, post-event information to gather feedback or notification if we need to change or cancel an event. These communications are sent to assist you with your booking and are sent irrespective of any contact preferences you have supplied to us.

Disclosures of your personal information

Other than with your consent, we only allow our service providers to handle your personal information if we are satisfied they take appropriate measures to protect your personal information. We also impose contractual obligations on service providers to ensure they may only use your personal information to provide services to us and to you. We may also share personal information with external auditors.

We may disclose and exchange information with law enforcement agencies and regulatory bodies to comply with our legal and regulatory obligations.

We will not share your personal information with any other third party.

We only routinely share personal information with:

- Synergy Theatre Project employees and project facilitators;
- Third parties we use to help deliver our services to you, such as payment service providers, business associates and other professional advisers.

Information requiring your consent to share

Sometimes, with your consent, we may need to share some information about you with other services that are involved in your resettlement in order to better support you. These services also have a legal obligation to keep any information that we may share with them confidential.

Should Synergy Theatre Project look to seek your consent to use your information, you have the right to withdraw that consent at any time. In a number of circumstances, we need to share confidential information without your consent. In these circumstances we will make every effort to discuss it fully with you first. The two main exceptions to the requirement to maintain confidentiality are:

- When there is concern that you are putting yourself or another person(s) at risk especially when this person is a child.
- When instructed by the courts, or in limited circumstances by the Police acting on the authority of the courts, to reveal information.

Synergy Theatre Project may need to use your information to carry out monitoring of services, to look at how services are performing and how services can be changed to improve provision for our clients. We will not use any identifiable information in these reports.

How long your personal information will be kept

We will keep your personal information while we are providing services to you or while it is in both our interests to maintain our relationship. Thereafter, we will keep your personal information for as long as is necessary:

- to respond to any questions, complaints or claims made by you or on your behalf;
- to show that we treated you fairly;
- to keep records required by law.

The period for which we keep your information depends on the purpose for which your information was collected and the use. We will not keep your personal information for longer than necessary for those purposes or for any other legal requirements.

When it is no longer necessary to retain your personal information, we will delete or anonymise it.

Your rights

Under UK data protection law, you have certain rights over personal information that we hold about you. These rights are:

Access	The right to be provided with a copy of your personal information (the right of access)
Rectification	The right to require us to correct any mistakes in your personal information
To be forgotten	The right to require us to delete your personal information—in certain situations
Restriction of processing	The right to require us to restrict processing of your personal information—in certain circumstances, e.g. if you contest the accuracy of the information
Data portability	The right to receive the personal information you provided to us in a structured, commonly-used and machine-readable format and/or transmit that information to a third party—in certain situations
To object	The right to object: <ul style="list-style-type: none"> • at any time to your personal information being processed for direct marketing (including profiling); • in certain other situations to our continued processing of your personal information, e.g. processing carried out for the purpose of our legitimate interests.
Not to be subject to automated individual decision-making	The right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you

If you would like to exercise your rights, raise a concern, or make a complaint about how we process your personal data, please:

- email, call or write to us – see below ‘How to contact us’; and
- let us have enough information to identify you (e.g. your full name, address and any reference number);
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill); and
- let us know what right you want to exercise and the information to which your request relates.

Keeping your personal information secure

Your information will be held and processed on Synergy Theatre Project systems or systems managed by suppliers on behalf of Synergy Theatre Project. All third parties we instruct to hold and otherwise process your information will be legitimately acting on our behalf and with proper and appropriate safeguards in place.

We maintain a customer relationship management (CRM) system to hold contact details and a record of your interactions with Synergy Theatre Project such as donations, queries, complaints, attendance at events and engagement with our services.

We have appropriate security measures to prevent personal information from being accidentally lost, or used or accessed unlawfully. We limit access to your personal information to those who have a genuine business need to access it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. Your special category information is only made available to members of staff who have a reason to work with it.

We also have procedures in place to deal with any suspected data security breach. We will notify you and the UK regulator, the Information Commissioner's Office (ICO), of a suspected data security breach where we are legally required to do so.

How to complain

We hope that we can resolve any query or concern you may raise about our use of your information. However, if we haven't been able to do so, you also have the right to lodge a complaint with the ICO, who may be contacted at <https://ico.org.uk/concerns> or telephone: 0303 123 1113.

Changes to this Privacy Notice

We regularly check this notice to make sure we are giving you with the most up-to-date information available about how we are processing our data. We recommend you re-read this page occasionally to make sure you are happy with any changes.

If you have any questions about this notice, please contact us using the details below.

This notice was last updated in June 2024.

How to contact us

Please contact us by post or email if you have any questions about this Privacy Notice or the information that we hold about you:

Synergy Theatre Project
G.1 Carlton Mansions, 387 Coldharbour Lane, London SW9 8GL
Email: info@synergytheatreproject.co.uk
Telephone: 020 3475 5758