



## **SUTUDIO VOLTAIRE PRIVACY POLICY, MAY 2018**

### **Statement of Intent**

Studio Voltaire is one of the UK's leading independent arts organisations. Our pioneering public programmes of exhibitions, participation projects, live events and offsite commissions have gained an international reputation for excellence.

We also provide a much-needed resource of affordable and accessible on-site studios which house over 45 artists, supporting the development of a diverse range of individual and collective practices, from recent graduates to internationally recognised practitioners.

Our pioneering Participation Programmes commission a wide range of activities and projects working in collaboration with local and international artists, local schools, individuals and community groups. Working to redefine the role of arts and culture, our learning programmes connect communities and artists to generate responses to social and cultural issues, developing a closer relationship between the artist, the production of work and an active and engaged audience.

House of Voltaire, our innovative art and design shop sells unique artworks, limited edition prints, homewares, fashion, ceramics, books and objects by leading contemporary artists and designers.

Every purchase from House of Voltaire directly supports Studio Voltaire's exhibition and education programmes.

We are a registered charity, registration number: 1082221

We understand that your personal information and privacy is important to you. We make every effort to ensure that the information you share with us is recorded accurately, retained securely and used only according to your wishes. We protect your personal information and adhere to all current data protection act legislation with respect to protecting privacy. We do not give out, sell or trade our mailing list data with external organisations. We comply with the Data Protection Act 1998, the Privacy and Electronic Communications Regulations (PECR) and the new General Data Protection Regulations (GDPR) 2018.

### **The data we collect**

If you apply to work at Studio Voltaire, we will use the information you supply to us to process your application and to monitor recruitment statistics. Where we want to disclose information to a third party, for example where we want to take up a reference or obtain a 'disclosure' from Disclosure Scotland or the Disclosure and Barring Service, we will not do so without informing you beforehand.

Personal information about unsuccessful candidates will be held for 12 months after the recruitment exercise has been completed, after which it will be destroyed, unless you have asked us to destroy it earlier or allowed us to retain it for longer by written request.

Studio Voltaire collects personal data that you may volunteer as part of booking tickets, making a purchase or visit, joining as a benefactor or via a donation form, e-newsletter sign-up or responding to a visitor survey. Personal information we collect may include:

- Your full name and title, date of birth
- Postal address, postcode, email address and phone number
- Marketing preferences (Monthly Exhibitions Newsletter/ Forthcoming Edition/Merchandise/Press Announcements)

We will also collect and hold information about any contact you have with us as a ticket buyer, visitor, donor or supporter of Studio Voltaire, and may include details of:

- Ticket purchases and attendance
- Membership and donor status, including payment details where applicable
- Retail purchases
- Contact preferences
- Gift information, including payment details where applicable
- Gift Aid status
- Details of correspondence sent to you, or received from you
- Any other information provided by yourself at the request of Studio Voltaire to process a transaction

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. Depending on your relationship with Studio Voltaire 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 can include:

- Informing you of other products, services or events related to Studio Voltaire such as exhibitions, films, events or retail offers.
- News and updates about Studio Voltaire and marketing or supporter e-newsletters.
- Information on our fundraising operations, including occasional targeted requests to consider supporting us in various ways.
- Other relevant communications based upon your relationship with Studio Voltaire.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. If you wish to exercise any of your rights, as listed below please write to us at [laura.parker@studiovoltaire.org](mailto:laura.parker@studiovoltaire.org).

- a. Access to your personal information
- b. Objection to processing of your personal information
- c. Objection to automated decision-making and profiling
- d. Restriction of processing of your personal information
- e. Your personal data portability
- f. Rectification of your personal information
- g. Erasure of your personal information

If you make a request relating to any of the rights listed above, we will consider each request in accordance with the General Data Protection Regulations. No administration fee will be charged for considering and/or complying with such a request and a response will be provided within 30 days. Upon successful verification of your identity you are entitled to obtain the following information about how your personal information is processed:

- a. The purposes of the collection, processing, use and storage of your personal data
- b. The source(s) of the personal information, if it was not obtained from you
- c. The categories of personal data stored about you
- d. The recipients or categories of recipients to whom your personal data has been or may be transmitted along with the location of those recipients
- e. The envisaged period of storage for your personal data
- f. The use of any automated decision-making and/or profiling.

You can make the above request by emailing or by writing to:  
Laura Parker, Studio Voltaire, 1a Nelsons Row, London, SW4 7JR

### **Security**

The transmission of information via the Internet or email is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of data while you are transmitting it to our site; any such transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access. We will process, disclose or share your personal data only if required to do so by law or in the good faith belief that such action is necessary to comply with legal requirements or legal process served on us or the Website.

### **Third parties**

You might find links to third parties (e.g. external creative organisations and suppliers) on our Website. These websites should have their own privacy policies, which you should check. We do not accept any responsibility or liability for their policies whatsoever 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.

### **Facebook and Instagram**

Third party advertisers Facebook and Instagram to help us identify customers similar to our audience or to serve relevant adverts to you on third party websites. The information shared with these advertisers is pseudonymised to protect your personal data.

### **Google Analytics**

When someone visits [www.studiovoltaire.org](http://www.studiovoltaire.org) or [www.houseofvoltaire.org](http://www.houseofvoltaire.org), we use Google Analytics to collect statistical data and details of visitor patterns which tell us which parts of our website visitors use most often. None of this information uses, or requires the use, of personal information and is processed in a way that does not identify individuals. We do not make any attempts to find out the identities of individuals visiting our website.

### **Mailing List**

We use a third party provider MailChimp to deliver our newsletter. We use MailChimp software to help gather statistics on opening rates and clicks on links which help us monitor and improve our communications. Individuals can

unsubscribe at any time from newsletters by clicking the unsubscribe link on each e-newsletter. You can view MailChimp's privacy notice [here](#).

#### **Vimeo**

We use a third party provider Vimeo to share our video content. We use Vimeo to help gather statistics on opening rates and clicks on links which help us monitor and improve our communications. You can view Vimeo's privacy notice [here](#).

#### **Soundcloud**

We use a third party provider Soundcloud to share our audio content. We use Soundcloud to help gather statistics on opening rates and clicks on links which help us monitor and improve our communications. You can view Soundcloud's privacy notice [here](#).

#### **Online ticketing**

The information you provide when booking tickets online will be used primarily to protect your purchases and attendance at events and also keep you informed about future activities. Please note if you book online for cinema tickets your data is processed by **Eventbrite** which has its own [privacy policy](#).

You have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe your data has been processed in a way that does not comply with [data protection](#). You can do so by calling the ICO helpline on **0303 123 1113** or via their [website](#).