



firebird theatre

PRIVACY NOTICE

HOW WE USE THE PERSONAL INFORMATION WE COLLECT

Firebird Theatre is committed to protecting your personal information when you are using any of our services. This Privacy Notice relates to our use of any personal information we collect from you via the following services:

- our website
- social media
- our emails to you

It also relates to our use of any personal information you provide to us by phone, SMS, email, in letters and other written correspondence, and in person.

In order to provide you with access to stay in touch with us about what we're doing, we need to collect personal information about you.

This Privacy Policy explains the following:

- what personal information Firebird Theatre may collect about you;
- how Firebird Theatre will use personal information we collect about you;
- when Firebird Theatre uses your personal information to contact you;
- when Firebird Theatre will disclose your personal information to anyone else;
- your choices and rights regarding the personal information you provide to us.

Firebird Theatre is committed to safeguarding your personal information. Whenever you provide such personal information, we are legally obliged to use it in line with all applicable laws concerning the protection of personal information, including the Data Protection Act 2018 and the EU General Data Protection Regulation.

WHO WE ARE AND WHO IS COLLECTING IT?

Firebird Theatre are a company of disabled artists based in Bristol and an associate company of Bristol Old Vic.

Firebird Theatre is a charity. Charity Number: 1115658. Company number 5728116.

We aim to be entirely upfront and open about the personal information that we use. Collecting this personal information makes it easy for you to keep up to date with our activities, and engage with us in other ways like supporting our continued future. We aim to

not obtain any personal information that we think would be likely to cause individuals to object or complain, but we are always open to discuss with you any of the personal information we hold.

THE PERSONAL INFORMATION THAT WE COLLECT, PROCESS, HOLD AND SHARE

We collect personal information from you when you subscribe to our newsletter. When subscribing to our newsletter you will be asked to provide your name and e-mail address. We will also collect personal information from you should you choose to donate to Firebird Theatre.

This may include:

- Personal Information
 - Full Name and Title
 - Email Address
 - Phone Number
 - Address
 - Donation History
 - Gift Aid status
- Marketing Preferences
- Bank Details
- Publicly Accessible Profile Information from Internet including Twitter

WHY WE COLLECT AND USE PERSONAL INFORMATION

We use your personal information for these specific purposes, unless you ask us not to:

- To enable us to email you with our upcoming shows and events, providing we have your consent to do so.
- To enable us to contact you about how you can support us, if we have your consent to do so, or to thank you for donating to us and telling you how your money will be well spent.
- To drive evaluation and statistics of the events in order to improve them for the future, and report them to our funders as part of our legitimate interest
- On occasion, for promoting our shows and events or for archival or reference purposes, by the use of photographs and videos taken of our audiences and theatre-users where we have your consent.

STORING THIS PERSONAL INFORMATION

Firebird Theatre is the data controller for all the personal information we store.

We store your personal information securely using appropriate physical, electronic and organisational procedures to safeguard and secure all and any customer data and personal information. We will do all we reasonably can to ensure that any third parties we use for processing your personal information do the same.

Whenever your personal information is stored online, we will have a data sharing agreement with the data processor which states the requirements of high level security for your personal information. Should there be a breach of this personal information, they are obliged to inform us immediately and we will then inform you where necessary

RETENTION PERIODS:

We will only retain personal information for as long as necessary. We are bound by law to retain certain financial records for designated periods.

We will ask you to check and update your contact preferences periodically so that we know our database is up to date. You can withdraw your consent, or make changes to your contact preferences at any time.

You are given the option to unsubscribe from receiving news from us with every newsletter that is sent to you by email.

When personal information is no longer required by Firebird Theatre, it is deleted or securely destroyed.

You have the right to request we delete the personal information we store about you. Please contact us, and we will be happy to arrange this for you if you want us to.

WHO WE SHARE PERSONAL INFORMATION WITH AND HOW THIS WILL AFFECT YOU

We do not sell any of your personal information for the purposes of marketing or fundraising. We do not share your personal information with third parties, unless you have given us specific consent to do so.

This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, with whom we hold data protection agreements that ensure this personal information is kept confidential and with whom it is in our legitimate interest to share that personal information.

Non-personally identifiable and anonymised visitor information may be provided to other parties for marketing or research purposes.

WEB BROWSER COOKIES

The Firebird Theatre website does not use cookies. Our website contains hyperlinks to websites owned and operated by third parties. These third party websites have their own

privacy policies, and are likely to use cookies, and we therefore urge you to review them. They will govern the use of personal information you submit when visiting these websites, which may also be collected by cookies. We do not accept any responsibility or liability for the privacy practices of such third party websites and your use of such websites is at your own risk.

CONTACTING US

We may from time-to-time make changes to this policy, in order to comply with latest legislation. If you have any questions regarding this privacy policy you may email us at firebird-theatre@blueyonder.co.uk

UPDATES

This document was last reviewed in July 2018.