



The Nutshell Arts CIC Organisation Privacy Notice

The Nutshell Arts CIC (trading name: The Nutshell Arts Centre) is committed to protecting your privacy and safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the protection of personal information, including the Data Protection Act 1998 and the General Data Protection Regulation 2018. Collecting this data makes it easy for you to book shows, workshops and events and to keep up to date with our programme of work. We do not obtain any personal data that we think would be likely to cause individuals to object to or complain about, but we are always open to discuss with you any of the information we hold. In disclosing your personal information, you agree to the collection, storage and processing of your personal information by us.

About Us

The Nutshell Arts Centre is an arts organisation based in Winchester, Hampshire and is a Community Interest Company. Our company number is 11424991 and our VAT number is 309940489.

Contact Details

Name: Harriet Morris (Director)

Address: The Nutshell, 15 Kings Walk, Winchester, Hampshire, SO23 8AF

Phone Number: 01962 808533

E-mail: hello@thenutshellwinchester.com

The type of personal information we collect and hold:

We currently collect and process the following information:

- Personal Information
- Full Name and Title
- Email Address
- Phone Numbers and Mobile Number
- Address
- Membership Details
- Purchase History
- Donation History
- Bank Details (when paying for our services online/at the venue)
- Email and Newsletter records including emails sent, emails opened by you, and links opened by you
- Online identifiers through website statistics:
 - IP address
 - Operating system
 - Cookies

How we get the personal information and why we have it:

The Nutshell Arts CIC is the data controller for all the data we store. We use Data Processors to help us collect, process, and safely store the data that we obtain. Most of the personal information we process is provided to us directly through the following ways:

- We use our website to sign you up to our E-Newsletter database. Our website is provided by Squarespace.
- We use TicketSource and Eventbrite to process our Box Office ticketing system, and to report on your order history, and to show trends in sales patterns.
- We use SquareUp to process membership and ticket payments, store this data and to report on donation history and membership status.
- We use Squarespace and MailChimp to send Newsletters and keep in touch via email.
- We use Google Forms and Google Sheets to gather survey and membership data.
- We use Crowdfunder and GoFundMe for donations.
- We may use other similar services provided by other parties, but which do not adversely affect your rights on the terms of this notice.

How we use the information:

- To enable you to book and pay for tickets via our website, over the telephone and in person by setting up a customer account in your name.
- To enable us to contact you to provide important information in advance of your booked event, such as details of the location of the event or if the event has been cancelled.
- To enable us to email you with a survey after seeing a show or attending a workshop in order to evaluate the success of an event and improve The Nutshell's programme and facilities.
- To enable us to contact you about similar shows and events at The Nutshell.
- To enable us to email you with our upcoming shows and events at The Nutshell, providing we have your consent to do so.
- To evaluate the services and events we provide, in order to improve them for the future.
- To identify recurring visitors and to analyse their browsing habits within the website (Cookies)
- To enable us to send news and information about our organisation via our mailing list.
- To help us investigate complaints, legal claims or important incidents

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

Your consent:

When appropriate, we will ask you for your explicit consent before using your personal information in that specific situation. We will update your consent periodically. You are able to remove your consent at any time. You can do this by contacting the Director via:

- Email: hello@thenutshellwinchester.com
- Telephone: 01962 808533
- Address: The Nutshell, 15 Kings Walk, Winchester, Hampshire, SO23 8AF

We have a contractual obligation:

When you make a purchase from us or make a donation to us, you are entering into a contract with us. In order to perform this contract, we need to process and store your data to:

- Confirm your booking by way of a confirmation email or to confirm your identity when collecting your tickets.
- Enable us to contact you to provide important information in advance of your booked event, such as details of the location of the event or if the event has been cancelled.
- Enable you to book and pay for tickets via our website, over the telephone and in person by setting up a customer account in your name.

We have a legitimate interest.

We collect and process your personal information for purposes that are in our legitimate organisational interests. We do this carefully, and in a way that we believe there is no overriding prejudice to you by using your personal information in this way. You have the right to object, amongst other rights explained later in this document. Your data enables us to:

- Contact you about similar products and services (shows, events and merchandise) available at The Nutshell.
- Email you with a survey after seeing a show/accessing our services in order to evaluate the success and improve our programme and facilities.
- Drive evaluation and statistics of the services and events we offer.
- Analyse the way in which our website is used and the content and links that you interact with, in order to improve our website services.
- Analyse the way in which our emails to you are received by you, and the content and links that you interact with, in order to improve our communications with you.
- Analyse the data we hold about you to ensure that the content and timing of our communications to you are as relevant as possible.

How we store your personal information

- We store your personal data securely using suitable electronic and managerial procedures to safeguard and secure all and any customer data and personal information.
- 2-step authentication is installed for third party apps/devices we use to run our organisation (where relevant).
- We will ensure that any third parties we use for processing your personal data do the same.
- We limit internal access to your personal data to only those who require it, and provide all our staff with Cyber Security Awareness and GDPR training.

- We ensure that high standards of security and protection are met by abiding by our Data Protection Policies and Procedures, and these are governed by the Board of Directors.
- All our staff are required to protect your information, and inform you of how your information will be used. This includes, in most circumstances, allowing you to decide if and how your information can be shared. Everyone working for The Nutshell is subject to the duty of confidentiality. Information provided in confidence will only be used for the purposes advised and consented to by the service user, unless it is required or permitted by the law.
- Whenever your information is stored online, we have a data sharing agreement with the data processor which states the requirements of high-level security for your personal data. Should there be a breach of this data, they are obliged to inform us immediately and we will then inform you if it is necessary under Data Protection guidance. It is your right to be informed.
- When we do send you information, we do so securely and are committed to reporting any breaches of data during its transit. Whenever possible all information that identifies you will be removed.

Retention periods

- We will only retain information for as long as necessary. We are bound by law to retain certain financial records, and these circumstances override our other retention 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.
- We actively maintain customer data, including communications with you, previous records or ticket, donations, membership status and other purchases.
- We retain any complaints, queries or written communications with you for 5 years. When personal data is no longer required by the organisation, it is deleted or securely destroyed. You have the right to request we remove the information we store about you. Please contact us, and we will be happy to arrange this for you if you want us to. Any objections you make to any processing of your data will be stored against a record on our system so that we can comply with your request.

Your data protection rights

Under data protection law, you have rights including:

- Your right of access: You have the right to ask us for copies of your personal information.
- Your right to rectification: You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure: You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing: You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing: You have the right to object to the processing of your personal information in certain circumstances.

- Your right to data portability: You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at hello@thenutshellwinchester.com, 01962 808533 or The Nutshell, 15 Kings Walk, Winchester, Hampshire, SO23 8AF if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

Email: hello@thenutshellwinchester.com

Phone: 01962 808533

Address: The Nutshell, 15 Kings Walk, Winchester, Hampshire, SO23 8AF

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>