



PRIVACY POLICY

**Last Reviewed by Board of Trustees on 3 December 2020
Next review due December 2021**

All enquiries to

Lizzie Melbourne | General Manager | Tel 07539768087 | email lizzie@nsdf.org.uk

Our policy

NSDF is committed to keeping your information secure and managing it in accordance with our legal responsibilities under privacy and data protection laws.

This privacy policy explains how we use any personal information we hold about you and your rights in this regard.

About us

NSDF is a company limited by guarantee, with Registered Company Number 3103602 and registered address: NSDF, Paines Plough Offices 2nd Floor, 10 Leake Street, SE1 7NN. We're also a registered charity with Charity Number 1054121.

About you

You are a person who has done one or more of the following:

- used our website which is currently at www.nsd.org.uk
- entered a show for selection online.
- created an online profile and subscribed to our mailing list.
- Bought a ticket to one of our festivals.
- completed an online or paper feedback form.
- contacted us via email, via the contact form on our website or otherwise.
- interacted with us on social media, either directly or indirectly.
- donated money via GoodCRM, GoCardless, Stripe, Virgin Money Giving, cheque, cash or services in kind.
- told a venue where we perform that you are happy for them to pass on your information to us.
- submitted a video of your show to us.
- submitted a CV to us.
- contacted us regarding attending one of our festivals including joining one of our festival teams.
- attended one of our festivals, including being on one of our festival teams.
- made a complaint to us.

This privacy policy doesn't cover personal data we may hold about you as a result of you being an employee, trustee, supplier or freelance/sole trader with whom we work or we are discussing working with.

The information we may hold about you

Information we hold about you might include:

- information you provide us in an online or paper form (for example, your name and contact details, postcode, age, feedback about our work).
- Information you provide us when you purchase a ticket (for example, your name and contact details, postcode)
- details of tickets you have bought from us and/or your attendance at our festivals.
- communications with us (for example, using the contact form on our website, by email, or notes

of phone calls).

- information about your purchases, donations, event attendance and interactions with our communications – including the information available through the services we use to do this, currently [Good CRM](#), [GoCardless](#), [Stripe](#), [Virgin Money Giving](#), [JotForm](#), [iZettle](#) and [Curve](#).
- information you send to us by email, via the contact form on our website or otherwise (e.g. your CV, information about your work).
- information you send to us to include in our programmes and reports.
- your publicly available social media activity or analytics on you provided by social media platforms e.g. Twitter handle, posts and location.
- information about you that you have provided a venue where we perform which you are happy for them to pass on to us securely.
- details relating your complaint (contact details, correspondence and any other relevant supporting documents/statements).

If you purchase tickets, enter a show, make a donation online or purchase a product from us, your card information is not held by us, it is collected by our third-party payment processors, ([GoCardless](#), [Stripe](#), [Virgin Money Giving](#), [iZettle](#) and [Curve](#))

How we use information about you

We collect and hold information about you so we can:

- personalise your experience of our website and/or communications you receive from us.
- record who has given money or services to us so that we can tell them how their money has helped us and others, and to claim Gift Aid where possible.
- process ticket and merchandise orders that you have submitted.
- manage our organisation effectively and continually improve what we do.
- develop our relationship with you as someone who may want to collaborate with us.
- inform future programming of events including better understanding of specific locations and tailoring work to specific audiences.
- encourage bookings for our events and donations in order for us to be less dependent on funding – according to what marketing communications you have agreed to:
 - to communicate with you about ourselves, our work, future festivals, other fun stuff that we think you might find interesting, and opportunities to support us.
 - to communicate with you about training and workshops.

Although we sometimes will tell you about work from others, we won't pass information we hold about you to them – unless you explicitly give us your permission.

Any feedback you give us we may use in public communications. But we won't do so in such a way that people would know it was from you – unless we get your permission.

We may share information about you with other organisations who help us deliver services to you but this will always be under the same conditions as we are bound by under this privacy policy.

We may share information about you with law enforcement agencies or other organisations or individuals if we are obliged to by law.

Marketing

We would like to communicate with you about ourselves, our work, future festivals, other fun stuff that we think you might find interesting and opportunities to support us.

We will only do this if you explicitly give us permission to do this. For example, we won't add you to our mailing list if you just give feedback or contact us through the contact form.

You have the right to opt out at any time from us contacting you for marketing purposes. If you no longer want to be contacted for marketing purposes send us an email or click 'unsubscribe' within the email we have sent you.

Storage and retention

We will only store your information in services within the EEA, or in services signed up to the EU-US Privacy Shield.

We will keep your information for as long as is required for us to provide you with the service you have requested from us. Where your information is no longer required, we will ensure it is disposed of in a secure manner.

Contacting us, access to your information and right of correction

You have the right to request a copy of the information that we hold about you.

If you would like a copy of some or all of the information we hold about you – or otherwise want to contact us, please email or write to us at **NSDF, Paines Plough, 2nd Floor, 10 Leake Street, SE1 7NN**

We want to make sure that the information we hold about you is accurate and up to date. You can ask us to correct or remove information you think is inaccurate.

Cookies

Cookies are text files placed on your computer by a website to collect standard internet log information and information about the behaviour of visitors that visit a website.

For further information on cookies, visit www.aboutcookies.org or www.allaboutcookies.org.

We will use the information we collect as a result of you accepting a cookie from our site to track your use of the website and to compile reports on the use of the website by all visitors.

You can set up your browser not to accept cookies, and the websites above tell you how to remove cookies from your browser. In a few cases, some features of our website may not function fully as a result.

Other websites

Our website contains links to other websites. If you follow links to other websites, you should read their privacy policies to see how they use information about you.

Changes

We keep our privacy policy under regular review and will place any updates on this website. This privacy policy was last updated on 30 November 2020.

Things that could change in the future without us coming back to you to get your agreement or permission again:

- we could move our website to a different address.
- we could change the services we use to sell tickets or do mailings.

Contact

This privacy policy was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of NSDF's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

If you have any questions about this Policy or feedback on this Policy, or would like to exercise your rights with respect to your personal information, please contact us via info@nsdf.org.uk or write to **NSDF, Paines Plough, 2nd Floor, 10 Leake Street, SE1 7NN.**