

Autin Dance Theatre – Data Retention and Privacy Policy

If you require the Data Retention and Privacy Policy in an alternative format or need specific assistance then please get in touch with hello@autindt.co.uk

When you request information from Autin Dance Theatre, sign up to our newsletter or buy services or products from us, we obtain information about you. This statement explains how we look after that information and what we do with it.

Through collecting your personal data, it enables us to develop a better understanding of our audiences and participants, and therefore informs the work we do, how we market it, and how we can fundraise effectively.

We try to ensure that the information we hold is accurate, up to date, adequate and relevant. Please let us know of any changes or discrepancies so we can update your information.

How we collect data:

We mostly operate an 'opt-in' communication policy, but from time to time we collect targeted data from sources in the public domain. This means that we will send marketing communications to those that have explicitly stated that they are happy for us to do so via their preferred channel(s) (email, SMS, phone or post), as well as those we feel would benefit and be interested in receiving our marketing communications.

1) Directly – From you in person or electronically

You may give us your information in order to register for a workshop, or event, book a ticket, provide comment or feedback, make a donation, purchase our products or communicate with us.

2) Indirectly – from another organisation or source that you have given permission for your details to be shared with us

For example festival organisations, theatres, or other stakeholders. You may have provided your data when you bought a ticket for an event or signed up for a workshop, or through social media - Depending on your settings or the privacy policies.

3) Through Cookies

Through our website www.autindt.co.uk, we use "cookies" to help us improve it. Cookies mean that a website will remember you. They're small text files that sites transfer to your computer (or phone or tablet). They make interacting with a website faster and easier – for example by automatically filling your name and address in text fields.

In addition, the type of device you're using to access our website and the settings on that device may provide us with information about your device, including what type of device it is, what specific device you have, what operating system you're using, what your device settings are, and why a crash has happened. Your device manufacturer or operating system provider will have more details about what information your device makes available to us.

Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies. Our service providers use cookies and those cookies may be stored on your computer when you visit our website. For example, we use Google Analytics to analyse the use of our website. (Google analytics will be stored on google servers, not any we host).

4) Through Social Media

We operate a number of social media pages (including Instagram, Facebook, Twitter, YouTube and Vimeo). Although this policy covers how we will use any data collected from those pages it does not cover how the providers of social media websites will use your information. Please ensure you read the privacy policy of the social media website before sharing data and make use of the privacy settings and reporting mechanisms to control how your data is used.

What Data We Collect:

This can include any of the following, but is restricted to what you share with us or what is required depending on why we are asking for it:

- Your name
- Postal address
- Telephone number
- Email address
- Date of Birth
- Emergency contact details
- Your bank or credit card details (if you are purchasing from our store)
- Reviews, commentary and feedback regarding our programmes and performances

What We Use Your Data For:

- To Provide you with the services, products or information you have asked for
- For emergency purposes
- Keep a record of your relationship with us
- Monitor your transaction record, and give purchase receipts
- Ensure we know how you prefer to be contacted

- Understand how we can improve our programme, services, products or information
- Administer your donation, including processing gift aid
- Feedback regarding programmes and performances may be used fundraising and marketing purposes

How We Store your Data:

We store your information securely on our password protected computers and our outlook office 365 email system. Access is restricted to our core team. The information you provide will be kept confidential and will not be shared with any third party without your consent, unless required by law. We also store emails on mailchimp servers. Mailchimp's privacy policy can be found [here](#).

How long we store your data for:

1) Newsletter and mailing list

Your data will be kept indefinitely, so we can keep you informed of our information and events, unless you asked to be unsubscribed from our mailing lists. Any hard copy sign up sheets are destroyed immediately and safely after data is recorded digitally. You can unsubscribe directly from mailchimp through our newsletters and your information will be removed from mailchimp's server and our direct mailing list.

2) Emails

Emails will be kept for up to a maximum of three years after the communication/transaction has ended, in which these will then be deleted.

3) Autin DT Store

Financial transactions relating to our website are handled by our payment services providers, Stripe, inc. We will share transaction data with our payment services providers only to the extent necessary for the purposes of processing your payments, refunding such payments and dealing with complaints and queries relating to such payments and refunds. You can find information about the payment services providers' privacy policies and practices at [here](#).

You always have an option to unsubscribe from all marketing emails via a link on our emails. Or you can also withdraw any of your data or change any of your contact preferences at any time by emailing hello@autindt.co.uk.

Contact information

If you have any questions or comments about Autin Dance Theatre's Data Retention and Privacy Policy then please contact us:



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