



# Creative Royston Data Protection Privacy Notice

## Definitions

<b>Organisation</b>	means Creative Royston a not-for-profit organisation
<b>GDPR</b>	means the General Data Protection Regulation.
<b>CRMC</b>	means the Creative Royston Management Committee
<b>Register of Systems</b>	means a register of all systems or contexts in which personal data is processed by the Organisation.
<b>Responsible Person</b>	means the Website Administrator who is the person voluntarily dealing with Data Protection issues on behalf of the Organisation

## 1. Organisation background

The Organisation is not-for-profit and run entirely by the CRMC, comprising volunteers who are unpaid in any shape or form except where they are reimbursed for expenses necessarily incurred.

A copy of the Organisation's Constitution setting out its aims can be found on our website under 'Key Documents' on the drop down top menu entry for 'About Us' or click [HERE](#).

The Organisation does not have any premises and its postal address is c/o Royston Town Hall, Melbourn Street, Royston, Herts SG8 7DA . The Organisation does not possess any IT equipment of any description and does not supply or otherwise provide (directly, or indirectly e.g. by reimbursement of cost) IT equipment to CRMC members with the exception of occasionally reimbursing members purchasing USB sticks for the purpose of storing the data processed by the Organisation as explained later in this document.

The Organisation does not possess any telephonic equipment except for a pay-as-you-go mobile phone which is primarily used an information line during Royston Arts Festival which takes place annually towards the end of September. Nor does it possess a structured filing system where hard copies of documents are stored.

It follows that CRMC members, including the elected Officers of the Organisation, use their own personal IT and telephonic equipment and computer software in the course of their work on behalf of the Organisation. Typically, CRMC members will have exercised their own choice in respect of equipment used and security measures applied prior to joining the committee. The Organisation does not necessarily possess any IT expertise and does not provide advice on technical security measures to be used in conjunction with personal IT equipment though does expect CRMC members to apply common-sense measures such as the use of a firewall and anti-virus package. Instead the Organisation relies on operational measures to ensure that personal data in digital and hard copy form are processed and stored in a secure manner as prescribed at various points in this document.

## 2. Distinction between personal data acquired for 'personal' or 'Organisational' use

Typically CRMC members are local people and often have contact on a personal level with

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members of other local groups or societies or individuals that put on events or exhibitions, sometimes on a paid basis. CRMC members might also be members of these other groups and societies. Consequently, there can be a certain amount of overlap between personal data held for personal reasons and personal data relating to the work of the Organisation. The former is excluded under Article 2.2(c) of REGULATION (EU) 2016/679, the 'General Data Protection Regulation' (GDPR) which states that "This Regulation does not apply to the processing of personal data by a natural person in the course of a purely personal or household activity;". The latter comes within the scope of the GDPR.

There will be a point at which it becomes clear that informal discussions between individuals and/or organisations relating to the arts festival and other activities of the Organisation have moved beyond the stage of personal communications and are being seriously considered to fall within the sphere of activity encompassed by the Organisation. At that point, where it becomes necessary for the Organisation to hold personal data for an individual acting either on behalf of themselves or another organisation, the Organisation will assume the responsibilities of a Data Controller with regard to that personal data. Further communications from that same point will be conducted using an official webmail address in the form of "name@creativeroyston.org".

### 3. Nature of compliance with GDPR

Every reasonable effort, proportionate to the nature and activities of the Organisation as described above, will be made to comply with the GDPR and the recommendations of the body responsible for enforcement within the UK, i.e. the Information Commissioner's Office. This may mean that some recommendations which are more appropriate for commercial or larger organisations will necessarily be dealt with in a reactive manner rather than by taking pre-emptive measures or putting in place procedures that impose unrealistic or burdensome expectations on the Organisation.

The Organisation's lawful reasons for collecting personal data are twofold:

a) **Consent** - the Organisation will always seek clear unambiguous 'opt-in' consent when requesting personal data e.g. from those requesting an e-newsletter or signing up for other services, and do not use pre-ticked opt-in boxes. Distinct ('granular') consent options are sought for distinct processing operations and are kept separate from other terms and conditions e.g. those related to staging an event to be included in the festival.

The Organisation will keep clear records to demonstrate such 'consent' and is reviewing its current processes and documents to ensure that lawful compliance is achieved.

b) **Contract** – the Organisation will enter into contract with contractors, such as artists and workshop providers, or request quotations prior to doing so, and in these circumstances will use the lawful reason of 'contract' to justify any necessary processing of personal data. This is also the lawful reason covering the online purchase of tickets to events staged by the Organisation.

The Organisation will keep clear records to demonstrate that 'contract' is a lawful reason for such processing and is reviewing its current processes and documents to ensure that lawful compliance is achieved.

### 4. The Organisation asks for personal data in seven circumstances:-

a) to distribute a newsletter as requested by data subjects

b) when individuals sign up to request that they be sent notifications of new posts on the Creative Royston website

c) in relation to applications to stage events as part of Royston Arts Festival or other Creative Royston activities

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- d) in relation to applications for seed-funding for Royston Arts Festival
- e) for contractual reasons when engaging artists and workshop providers, or other contractors for festival-related or other Creative Royston activities
- f) for record-keeping and communications purposes in relation to festival volunteers
- g) for statistical and communications purposes when selling tickets online for its events.

## 5. How we collect and store your personal data

a) **E-Newsletter** - the Organisation distributes an e-newsletter based on requests from recipients which come via a link on the website and other sources such as social media. The website requests have opt-in consent and details are retained on the website.

The Organisation uses the services of MailChimp to actually distribute the e-newsletter and is reviewing its use of this service and related processes and documents to ensure that lawful compliance is achieved. It will be necessary to contact some of the individuals on the circulation list to ensure that the correct opt-in consent has been given. MailChimp is a marketing automation platform and an email marketing service and a trading name of its operator, Rocket Science Group, an American company founded in 2001. MailChimp has stated its compliance with the 'EU – US Privacy Shield' a mechanism for transferring data between Europe and the United States. A link to the official website containing details of the Privacy Shield is provided here <https://www.privacyshield.gov/welcome> It has also stated its commitment to compliance with the GDPR and further information about its levels of compliance can be found using the following link. <https://kb.mailchimp.com/accounts/management/about-mailchimp-the-eu-swiss-privacy-shield-and-the-gdpr>

b) **Websites** - The creativeroyston.org website is used in the direct collection of personal data in the circumstances described in 4a), 4b) and 4c), and to facilitate the collection of data in the remaining 4 circumstances by providing the necessary forms to download or links to follow. Personal data in the form of names and email addresses are stored on the website in relation to 4b) and collected and forwarded to [marketing@creativroyston.org](mailto:marketing@creativroyston.org) in relation to 4a) and to other CRMC members in relation to 4c) for which telephone numbers are also requested.

The Organisation's other website [www.roystonmusicfest.uk](http://www.roystonmusicfest.uk) collects personal data in the form of emails associated with 4e) or related enquiries.

Website hosting services are provided by LCN.com which is based in Stevenage and upon request has provided assurances that the services they provide under their terms and conditions <https://www.lcn.com/terms> are compliant with the GDPR. LCN.com has also confirmed in response to a recent enquiry from the Organisation that they do not process data outside of the UK.

The Organisation uses a standard WordPress service to collect anonymous information about users' activity on both sites, for example the number of users viewing pages on the site, to monitor and report on the effectiveness of the sites and help us improve them. WordPress requires visitors that want to post a comment to enter a name and email address but our website administrator follows a policy of not allowing comments and all feedback is requested to be sent by email. If we do want to collect personally identifiable information through our websites, we will make it clear before we do so and explain what we intend to do with it, for example in the case of our e-newsletter as explained above.

Whenever contact is made with a RASC member using a contact form on the website a copy is retained on the website.

The website administrator takes backup copies of both websites on a regular basis and these are

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stored on a USB memory stick kept exclusively for that purpose by the website administrator in a safe place. Before being deleted, these backup copies are stored for an appropriate length of time, at the discretion of the website administrator, in relation to the perceived need to keep earlier versions of the website.

The Organisation does not use Google Analytics or 'cookies' or any other 'tracking' software on either of its websites.

c) **Webmail** - Is used in the collection of personal data in the circumstances described in 4a), 4b) and 4c), for general communications purposes and also to facilitate the collection of data in the remaining 4 circumstances. Email addresses may be stored in the individual address books used by each and any of the official @creativeroyston.org accounts. Forwarding of email messages to the personal or work email accounts of CRMC members is allowed on the strict understanding that such messages are deleted after being read and that no record of the senders address is added to the address book for the other accounts. Individual members of CRMC using [name@creativeroyston.org](mailto:name@creativeroyston.org) email addresses will not take backups of such emails and the 'backup' function for email is left to our Internet Service Provider (ISP) – LCN.com.

CRMC members will use the 'blind copy' feature when emailing more than one recipient in order to avoid revealing email addresses to other recipients, except when it is absolutely clear that recipients' email addresses are already known to each other, or, where there is a clear need to know for a common purpose.

Webmail services are also provided to the Organisation by LCN.com as part of the hosting services.

d) **Hard copy** - is used in relation to 4d) and can be used upon request in relation to 4e). Hard copies are kept in a safe place in the home of the Chair of the Organisation, or in the case of 4e) in the home of the event organiser, preferably under lock and key. Such hard copies may be viewed by other CRMC members in the course of meetings involving decision-making.

e) **Cloud Storage Systems** – are used for the convenience of CRMC members and to provide a reference point to past festivals, and historical data including contractual information is held on such systems. Contractors can request that such data is stored in an alternative manner as indicated in d) above.

The Organisation is currently reviewing its use of cloud storage in relation to personal data and will need to either remove some (older) data or seek the permission of the data owners to retain it, and also formalise the process by which permission is sought to store personal data.

The Organisation currently uses cloud storage technology provided by both Dropbox and Google Drive to store information relating to its activities and the organising of Royston Arts Festival.

Dropbox and Google are both incorporated in the United States and both state compliance with the 'EU – US Privacy Shield' – see 5a) above for further information.

Information relating to how Google complies with the Privacy Shield and how it deals with Security, Privacy and Compliance issues, including GDPR, can both be found by following this link: <https://cloud.google.com/security/compliance/eu-data-protection-directive/>

Information relating to data transfers between Europe and the United States and how they are handled by Dropbox can be found by following the link below <https://www.dropbox.com/help/security/data-transfers-europe-us> and their approach to compliance with GDPR can be found here <https://www.dropbox.com/security/GDPR>

f) **TicketSource** – is used as an online ticketing service provider for events such as the Finale Concert and for other festival or occasional events.

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TicketSource has confirmed in response to a request from the Organisation that its web server and databases are located within the UK. It has also provided a list of the sub-processors that provide critical services to TicketSource (see below) which include their service and location:

TicketSource has also confirmed that no member of the Organisation, administrator or event organiser, can access credit or debit card information for customers who purchase tickets using TicketSource and that credit/debit card details are encrypted when processed.

Further information can be found relating to TicketSources' Data Processing Agreement used by the Organisation by following this link - <https://www.ticketsource.co.uk/kb/terms-of-use/data-processing-agreement>

The Organisation is currently reviewing the personal data stored by TicketSource in order to provide reports on ticket sales and this review will feed into the Archiving Policy (see 7 below). It will need to either remove some (older) data or seek the permission of the data owners to retain it, and also formalise the process by which permission is sought to store personal data during the ticket purchasing process. TicketSource is also in the process of providing new tools to facilitate compliance with GDPR of both itself, as the Data processor, and customers, such as the Organisation, who are the Data Controllers.

g) **Contact List** – the Organisation has compiled a contact list, containing contact names; organisation names (where applicable), and email addresses, which is used by certain CRMC members for communications purposes, e.g. when contacting event organisers, and other individuals or organisations in relation to the organising of the festival or participating events.

The Organisation will review its use of the contact list in relation to personal data and ensure that the proper 'consent' is sought from the data owners before it is used in the manner described.

h) **Other** - the Organisation may acquire personal data when receiving an original (unsolicited) communication containing an individuals' email address. In such cases the Organisation will not process such data by storing the email address in an address book except with the express, actively sought, consent of the individual concerned.

For such purposes, communications between members of the public and individual members of CRMC will only be regarded as an 'official' communication with the Organisation if they are conducted using an official webmail address in the form of [name@creativeroyston.org](mailto:name@creativeroyston.org). CRMC members are required to use the webmail provided as part of these services when personal data needs to be acquired for the Organisation's purposes and/or activities as distinct from the personal reasons described earlier.

The only other data that CRMC knowingly handle and which could be interpreted as 'personal data' concerns volunteers. Such data is not stored on Google Drive or Dropbox, nor on any storage device owned by a member of CRMC except the Volunteer Co-ordinator. The latter holds such data on a USB memory stick and updates data on that device as and when necessary. That USB memory stick, plus any hard copy containing volunteer's personal data that it becomes necessary to generate, will be kept in a safe place in the home of the Volunteer Co-ordinator, preferably under lock and key. The names of volunteers, may be provided to event organisers but not contact details or any other personal data except in exceptional circumstances and only with the permission of the data owner.

## 6. Access to personal data

The Organisation tries to be as open as possible in terms of giving people access to their personal data. Individuals can find out if any personal data is held by making a 'subject access request' which should be addressed in writing to the Website Administrator, Creative Royston, c/o Town Hall Offices, Melbourn Street, Royston, SG8 5EH.

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Anyone making a subject access request should be aware that the Organisation does not normally acquire personal data from anyone except the owner of that data. It is therefore expected that anyone making a subject access request indicates why they think personal data may be held by the Organisation.

If the Organisation does hold your personal data the Responsible Person will give you a description of it; tell you why it is being held; tell you who it could be disclosed to, and let you have a copy of the information in an intelligible form. You can also ask the Responsible Person to correct any perceived errors in that data or remove it from electronic or paper filing systems altogether.

The Organisation does not sell, disclose or otherwise disseminate personal data to any other organisation or individual without first seeking permission from the data owner, though other organisations are asked to process such data as described at various points in this document.

## **7. Archiving policy**

The Organisation is in the process of conducting a review of the data that it holds. In relation to personal data this means the information held in respect of ticket sales for events; requests for newsletters; email contact lists, and marketing information. This document will be updated in due course to incorporate details of the Organisation's archiving policy.

## **8. Complaints or queries**

The Organisation tries to meet the highest standards possible when collecting and using personal data proportionate to its nature and activities as described at various points in this document. Any complaints received will be taken very seriously and individuals or organisations are actively encouraged to draw attention to any collection or use of personal data that is thought to be unfair, misleading or inappropriate and suggestions for improvement will be seriously considered.

The Organisation is happy to provide any additional information or explanation needed in respect of its Data Protection policies and any such requests, complaints or suggestions should be sent to the 'Website Administrator', Creative Royston, c/o Town Hall Offices, Melbourn Street, Royston, SG8 5EH.

## **9. Links to other websites**

This privacy notice does not cover the links within this site linking to other websites and you are encouraged to read the privacy statements on the other websites you visit.

## **10. Circulation of Data Protection material**

All CRMC members are required to read this document and the accompanying 'Creative Royston Data Protection Policy Statement' which can also be found on the 'Key Documents' page on the Creative Royston website.

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