



Heckington Players

## **Heckington Players Data Protection and Privacy Policy**

***Updated February 2025***

Heckington Players Amateur Dramatics Society (ADS), as a voluntary organisation, will take all practicable steps to ensure that we manage our volunteers, members and audience data in accordance with law and best practice.

This policy applies to all volunteers, members and others who undertake work for or on behalf of Heckington Players ADS and who require access to, manage or are responsible for personal data and data protection, as part of their role.

### **General Principles**

We will only ever collect the information we need to deliver our group's objectives and to deliver theatrical productions.

It is important that our volunteers, members and audiences read the full statement(s) to understand what information we hold, how we may use it, and what their rights are.

All our staff have a legal duty to keep information about supporters, donors, and patients safe and confidential within the UK legislation.

### **How we use your information**

We collect data to help us operate effectively and to provide you with the best experiences possible from interacting with Heckington Players ADS. You provide some of this data directly, for example in completing membership forms, online activity, emailing and talking to us.

We will only contact you if you have given us specific consent or where there is 'legitimate interest'.

Legitimate interest is a term used by the Information Commissioner's Office (ICO) to ensure that our needs and your needs are looked at in balance and decisions to process data, or contact you, are only made when there is good reason for us to do so.

We will manage, use, and store the information you give us securely, in line with the Data Protection Act 1998 and General Data Protection Regulation 2016.

We will use the information you provide to:

- Communicate with you, our customers
- Provide you with information that we think may be of interest to you
- Process payments for bookings
- Administer membership and volunteers' records

### **YOUR RIGHTS**

GDPR legislation, which is regulated under the Information Commissioner's Office (ICO),



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protects your rights. We will consider any right you wish to exercise and do our best to comply. These rights fall into the following categories:

### **Your right to be informed**

We will keep you informed of how we use your data, why we use your data, and only act in accordance (unless legally required otherwise) with your preferences where you have made them known.

Heckington Players ADS will keep volunteers, members and audience members informed of how we use their data, why we use their data, and only act in accordance (unless legally required otherwise) with their preferences (where they have made them known) as part of our Privacy Statement(s) and can respond to requests for specific information as part of a Subject Access Request.

### **Your right of access**

This is your right to see all the data we (or any other organisation) hold about you and is called a 'subject access request'. This means you can ask us to share with you a copy of all the data we hold about you, such as current and past addresses, your donation history, and any other personal information we may hold.

### **Your right to rectification**

If we have incorrect information about you, we must put it right including updating third parties who are processing on our behalf where possible. We will comply with these requests as quickly as we can and confirm with you that we have done so.

### **Your right to erasure**

You have the right to be removed completely from our records, erasing all history of contact. We will consider any request to erase personal information and will keep minimum data to ensure we can identify you so that we do not contact you again. This would fall under 'restricted processing' (see below).

### **Your right to restrict processing**

When processing is restricted, we are permitted to store your personal data, but not further process it. We can retain just enough information about an individual to ensure that the restriction is respected in future.

All volunteers, members and audience members have the right to object to or 'opt out of' us processing their data in any way they choose and can update their preferences at any time by contacting us.

### **Your right to data portability**



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The right to data portability allows individuals to obtain and reuse their personal data for their own purposes across different services. It allows you to move, copy or transfer personal data easily from one IT environment to another in a safe and secure way, without hindrance to usability.

### **Your right to object**

Individuals have the right to object to:

- processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling);
- direct marketing (including profiling); and
- processing for purposes of scientific/historical research and statistics

In other words, you have the right to object to or 'opt out of' us processing your data in any way you choose, though we hope you will let us know your preferences so that we can comply with your requests/preferences without you having to object.

### **Your right to complain**

You also have the right to complain. Please visit the making a complaint section on our website for details on how to do this. For any data protection or use of your personal data related complaints please contact us in the first instance. We will follow our published Complaints Policy and thoroughly investigate the complaint and come back to you with a response.

If your complaint relates to information under the Data Protection Act or UK GDPR (UK General Data Protection Regulation) and you are not happy with our response it may then be referred to the Information Commissioner's Office (ICO).

Find out more details about your rights related to Data Protection from the Information Commissioner's Office (ICO).

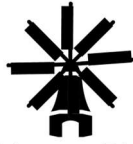
### **Sharing your information**

Heckington Players ADS will never sell or share your information with any other organisation for commercial purposes.

We will only share your information:

- if we are required to do so by law
- for our partners to provide services we cannot deliver, for example Ticket Source, our ticket booking provider. We only choose partners we can trust who abide by the requirements of the Data Protection Act and after completing appropriate due diligence
- if we believe it is necessary to protect or defend our rights, property, personal safety of members, volunteers or audiences.

We will not disclose your personal identifiable information to other third parties without your



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permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on.

### **Storing your information**

In line with best practice, your information is stored by Heckington Players ADS only on computers located in the UK and on data servers within the EU. We may also store information hard copy or paper formats, which is stored securely.

While we cannot ensure or guarantee that loss, misuse, or alteration of data will not occur while it is under our control, or where it is transmitted across the internet, we will do our utmost to protect the security of your information.

Where we have provided a password enabling you to access specific parts of our websites, it is your responsibility to keep this password confidential. We advise you not to share your password with anyone.

We will keep your information only:

- for as long as we need it to provide you with the goods, services or information you require
- to effectively manage your relationship with us
- to comply with the law
- to ensure we do not communicate with people that have asked us not to.

When we no longer need information, we will always dispose of it securely. Please contact us if you would like to know more how we do this.

### **Responsible persons for data at Heckington Players ADS**

Heckington Players ADS Committee are responsible for the oversight of and prioritisation of Information Governance activities and for reporting risks or identifying opportunities and recommending appropriate actions in relation to the ICO's processing of personal information.

### **Membership data**

Is stored securely on a password protected excel spreadsheet, on a shared drive accessible by specific members of the committee who have permission to access and these include the Secretary, Treasurer and Membership Secretary.

### **Audience Mailing list**

An up-to-date mailing list, which contains Audience member information including emails and contact names, is stored securely on a password protected excel spreadsheet, on a shared drive accessible by specific members of the committee who have permission to access and these include the Secretary, Treasurer and Marketing officer.

Audience data is also stored securely on our third-party ticketing provider Ticket Source. Their



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Privacy Policy can be found at [Customer Data Privacy Policy](#)

### **Email marketing**

We might email you from time to time to keep you informed about events and performances.

We respect your right to choose how we contact you and what information we send you – please let us know your preferences. You can unsubscribe from these marketing communications at any time by contacting us or following the unsubscribe section included in the email.

### **Contact us**

To manage what information you receive from us, please contact us via our website. If you have any queries about data privacy, how we store or use your data, have any questions or concerns about this Privacy Statement, or would like to receive a printed version please email:

[secretary@heckingtonplayers.co.uk](mailto:secretary@heckingtonplayers.co.uk)

**Review date: February 2027**