



Cranleigh Arts Centre Ltd

Privacy Notice

Your privacy matters to us

Cranleigh Arts Centre ("Cranleigh Arts") is committed to protecting your personal information and respecting your privacy. This page explains what information we collect, how we use it, and your rights.

We collect and use personal information so we can run our organisation effectively and legally. This includes information about people who attend our events, use our services, work with us, or support us.

Who this applies to

This privacy notice applies to:

- Audiences and customers
 - Members of the public
 - Employees (past, present and prospective)
 - Volunteers and trustees
 - Artists, contractors and suppliers
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What information we collect

The personal information we collect may include:

- Names and contact details (such as email address and phone number)
- Booking and event attendance information
- Employment or volunteering records
- Photographs, video or CCTV images
- Monitoring information required by public funders

Some information may be classed as **special category data**, such as health information or equalities data, or **criminal offence data** (for example, where background checks are required). We only collect this when necessary and with extra care.

How we use your information

We use personal information to:

- Run events, performances and activities
- Manage staff, volunteers and trustees
- Communicate with audiences, artists and partners
- Meet legal, regulatory and funding requirements
- Keep our staff, volunteers and visitors safe

We only use your information for clear and specific purposes.



Our legal basis for using your data

Under UK data protection law, we must have a lawful reason to use your personal data. These may include:

- You have given your consent
- We need it to deliver a contract or service
- We are required to do so by law
- It is necessary for our legitimate interests (and these do not override your rights)
- It is needed to carry out a task in the public interest

The legal basis depends on how and why your information is used.

How we keep your data safe

We take data security seriously and use appropriate measures to protect your information, including:

- Secure storage systems
- Limited access to personal data
- Staff and volunteer training
- Regular reviews of how data is handled

Everyone who works for or with Cranleigh Arts has a responsibility to keep personal information secure.

How long we keep your information

We only keep personal information for as long as it is needed for the purpose it was collected, or as required by law. Once it is no longer required, it is securely deleted or destroyed.

Sharing your information

We may share personal information:

- Where required by law (for example, by a court order)
- With trusted service providers who help us operate, such as ticketing or payroll services

When we share data, we ensure appropriate safeguards are in place. We do **not** sell or commercially trade personal data.

Data breaches

If a personal data breach occurs, it will be investigated and managed promptly. Where required by law, we will report serious breaches to the Information Commissioner's Office (ICO) and inform affected individuals.

Your rights

You have rights under UK data protection law, including the right to:

- Know how your information is used
- Access the personal data we hold about you
- Ask us to correct inaccurate information
- Ask us to delete your data in certain situations
- Restrict or object to how we use your data
- Request a copy of your data in a usable format

To exercise any of these rights, please contact us in writing. We will usually respond within one month.



Who we are and how to contact us

Cranleigh Arts Centre is the **data controller** for the information we process.

We are registered with the Information Commissioner's Office (ICO).

ICO registration number: Z5427214

If you have any questions about this privacy notice or how your data is handled, please contact our Operations Director.

Changes to this notice

This privacy notice is reviewed regularly and updated when needed to reflect changes in the law or our work.

Date Adopted: April 2026

Next Review Date: April 2027

Signed: _____

A handwritten signature in black ink, appearing to be "Chris F. Noble", written over a horizontal line.

Chair of Directors / Trustees

Date: 23rd April 2026