



Privacy Policy

June 2021

At Starcatchers we take your privacy seriously and are registered with the Information Commissioners Office (ICO) as part of the Data Protection Register. In keeping with current legislation and regulations:

- We will always keep your data safe and secure
- We will not collect any data that we do not need
- We will not retain your data for any longer than necessary
- We will only use your data to let you know about Starcatchers productions, projects, training and other activity that we think will be of interest to you, if you give us your consent to do that
- We will not share your information with any other organisations except with your consent or should the law require us to
- You have the right to see the information we hold about you and you can request this information by contacting us at info@starcatchers.org.uk
- You can decide at any time that you don't want to hear from us again - we will provide an unsubscribe link in all items of marketing communications we send, or you can get in touch with us at info@starcatchers.org.uk asking us to take you off our mailing lists and remove your details from our database.

How we use your information

We use your information in a number of different ways but please note we do not use profiling or automated decision-making processes in our work.

Communications and marketing

How we use your name and contact details	Why?
To send you information about our work that we think you will be interested in	We want you to know about Starcatchers activity that we think are relevant to your work and interests
To send you information about events you have booked to attend	If you book an event directly through Starcatchers, we want to make it easy for you to find your way to the venue, at the right time and on the right date, and to know what the event is about
Finding out your views and opinions on events and activity	We have a commitment to gathering your views to inform our work, and will sometimes ask for your views on specific issues – but we won't share your details unless you say we can

Website

Information we collect when you visit our website	Why?
Cookies are small text files that are placed on your computer by websites and	Cookies are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. Most web browsers allow some control of most cookies



<p>other social media platforms that you visit.</p>	<p>through the browser settings. To find out more about Cookies visit www.aboutcookies.org or www.allaboutcookies.org.</p> <p>We also use Google Analytics to build a picture of how visitors use our site, which pages are viewed, how long a visitor may spend on a particular page, and to track repeat visits to our website. This information is used by our communications and marketing team to make improvements on our website and ensure users enjoy their visit.</p> <p>You can read our full website terms and conditions at www.starcatchers.org.uk</p>
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Your responses to surveys, competitions and feedback forms

How we use your responses to surveys, feedback forms and competitions	Why?
To gather your views, inform our work and improve what we do. We will process your details if you enter any competitions we run.	It's necessary for us to do this to fulfil our commitment to you and our funders to offer the best training, productions and community engagement projects – and so you have the chance to win any competition you enter!

Your payment information

How we use your bank details and payment information	Why?
Take payments, issue invoices and give refunds	This is required in order to fulfil our contract with you. Payments will only ever be taken through online platforms. These platforms never share complete payment details and we never retain the details received on file
Fraud prevention and detection	To prevent and detect fraud against either you or us

Your engagement with us

How we use your engagement records	Why?
To provide the best service and support to you	If you are involved in one of Starcatchers' community engagement projects, our training workshops, or study with us, it is helpful for you and us to have notes on your engagement securely stored, for a limited period, in our database
To provide reports to funders	In order to maintain our funding and apply for new funds to support our delivery we must provide reports on our activity, which may include details of individuals' engagement with us. We will never name anyone in these reports without their consent.

Photography and film

How we use photographs and film	Why?



To provide the best service and support to you	If you are involved in one of Starcatchers' community engagement projects, it may be helpful for you and us to photograph and/or film your engagement with the project. We will only use photography and/or film with your consent.
To provide reports to funders	In order to maintain our funding and apply for new funds to support our delivery we must provide reports on our activity, which may include images of individuals' engagement with us to help show the impact of our projects. We will only use photography and/or film of your engagement with your consent
For communications and marketing purposes	In order to promote the work we do, we sometimes record events using photography and/or film. We will always explain how we intend to use any photography and/or film for publicity purposes and will only do so with your consent.

The length of time that any images or films are held for will be specified in the individual consent forms and they will not be used beyond this period.

Third parties

We use a limited number of third-party applications to carry out our work. These include [Facebook](#), [Twitter](#), [Survey Monkey](#) and [Mailchimp](#). We check the privacy policies of all third parties we work with, and review this on an annual basis, to check they are compliant with the General Data Protection Regulations.

Recruitment

If you apply for a job with Starcatchers you are consenting to the use of your data only for the purpose of processing your application, assessing your performance in the future (should your application be successful) and monitoring the efficiency of our recruitment and other employment procedures. If your application is unsuccessful, your details will be retained on file for six months and then deleted.

Retention of data

We will hold the personal data you provided us for 6 months in the case of unsuccessful job applicants, and for a limited period if you are involved in one of Starcatchers' community engagement projects, our training workshops, or study with us. For those involved in Starcatchers activity, this time period will relate to the requirements of the grants funding the activity, but be no longer than 2 years after the completion of activity.

The length of time that any images or films are held for will be specified in individual image consent forms and they will not be used beyond this period.

Complaints

If at any time you are concerned that your data has been misused, you can contact the ICO helpline on 0303 123 1113.