

Privacy policy

At Chrysalis Arts Development Ltd (Chrysalis Arts) we are committed to protecting your privacy. When you interact with us by phone, mail, in person or online, we sometimes receive personal information about you. This policy tells you about how we collect, use and store your personal information.

If you have any queries about our privacy policy, please contact info@chrysalisarts.com / 01756 748529.

What this policy takes into account

Our privacy policy takes into account several legal instruments, including:

- the Data Protection Act 1998 (GDPR from 25 May 2018)
- the Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended by The Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011
- Directive 2009/136/EC of 25 November 2009 ("The European Union Cookie Directive").

How we collect information about you

We may collect and store information about you whenever you interact with us. For example, when you register for an event, submit an enquiry, or apply for a job or volunteering opportunity, or otherwise give us any other personal information.

We may also receive information about you from third parties e.g. for a specific purpose – but only if you have given them permission to share your information.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

What information we collect

When you interact with us, we may ask you to give us your name, address, email address, telephone number if this is needed.

We may collect some of this information when you visit our website, depending on how you use it. However, Chrysalis Arts does not automatically capture and store any personal information about the individuals who access its website or web pages, unless this information is explicitly volunteered by the visitor. You can use our website without giving us any personal information and we won't know who you are. We respect the privacy of every individual who visits this website and are committed to ensuring that your privacy is protected.

We will strive to observe the law in all collections, processing and storage of subject data and will only use data in ways relevant to carrying out legitimate purposes and functions in a way that is not prejudicial to your interests.

Cookies and Data Privacy

Cookies are widely used across the web. They are small files that are downloaded to your device along with the web pages that you visit. Cookies usually contain a unique identifier, which allows your computer to be recognised by the server that issued the cookie when you return to a website, or when you browse from page to page. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

How We Use Cookies

Like most websites, we use cookies to help provide you with the best experience we can. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

The cookies we use help us to:

- Make our website function in the way that you would expect
- Remember your settings between visits, or as you browse from page to page
- Allow users to share articles and pages via social networks, such as Facebook and Twitter
- Display embedded content, such as YouTube videos
- Monitor website use as a whole, identify trends and make improvements to the site
- Improve the efficiency of our marketing

We don't use cookies to:

- Gather any information that identifies you personally (without your express permission)
- Gather any sensitive information (without your express permission)
- Pass personally identifiable data to third parties

Managing Cookies & Acceptance

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

If the settings on the browser software that you're using to view this site are set to accept cookies, we take this, along with your continued use of our website, to mean that you accept our use of cookies. If you do not wish to use cookies from our site, or would like to remove them you can do so. For more information about cookies and how to adjust your browser settings to manage and control cookies, visit allaboutcookies.org, however, doing so may mean that our site will not work as you would expect.

Cookies Set by Third Parties

These are cookies served by a third party service provider and are usually used to identify your computer when it visits another website, for example, when you log in to a social media site to share an article.

Some pages on our website contain embedded content, for example YouTube videos. You may be sent cookies from these websites. If you are not logged in to these services they will not be able to identify you, but they may collect anonymous usage information, such as number of times loaded or viewed. We endeavour to use YouTube's Enhanced Privacy Mode method of embedding videos wherever possible. This prevents cookies from being set by YouTube unless the user interacts with the video player.

We do not control the setting of cookies by third parties. For more information on what cookies these sites use and how to manage them we recommend that you check their websites.

How we use your information

Chrysalis Arts will collect data from you to process your payment or provide you with information, goods or services you have requested, and comply with our administrative duties, financial regulations and the law.

Personal details collected this way will only be used to provide you with information you would reasonably expect or have agreed to. We do not currently sell or rent information, and would not do so without asking you first. Except as required by law we will never share your details with other organisations to use for their own purposes.

Financial information

When you pay for any of our services the information you give such as your debit or credit card number and contact information is provided so that the transaction can take place. This is done in accordance with the Payment Card Industry Security Standard and Chrysalis Arts does not retain your Credit or Debit Card details following the transaction.

If you pay by Direct Debit using a printed form to give us your bank details, this form is shredded once the relevant details are processed through our bank account.

Your consent

By giving us your personal information you consent to us collecting and using that information in the ways that we describe in this privacy policy and/or that you have specifically consented to.

Marketing Consent

We will only send you marketing information by e-mail or post or phone if you have given us specific consent. If you withdraw your consent and then subsequently opt in, then your most recent preference may supersede.

We use MailChimp to send our e-newsletter. When we send emails via MailChimp, we'll sometimes track who opened the emails and who clicked the links. We do that to measure our Email Campaigns'

performance and to improve our features for our subscribers. There is no third-party tracking in messages we send through MailChimp. MailChimp's privacy policy is available at mailchimp.com/legal/privacy. You can unsubscribe from our newsletter by clicking on the unsubscribe link provided at the end of the newsletter. You can also email info@chrysalisarts.com to update, or to request that we delete your email address.

How we protect your personal information

We take appropriate physical, electronic and managerial measures to ensure that we keep your information secure, accurate and up to date, and that we only keep it as long as is reasonable and necessary.

Although we use appropriate security measures once we have received your personal information, the transmission of information over the internet is never completely secure. We do our best to protect personal information, but we cannot guarantee the security of information transmitted to our website, so any transmission is at the user's own risk.

How to find out what personal information we hold about you

You can request details of the personal information we hold about you under the Data Protection Act 1998.

How to change the personal information we hold about you

If you want to update the information we hold for you, or you think any information we have about you is incorrect or incomplete, please get in touch as soon as possible at info@chrysalisarts.com or call 01756 748529

Our privacy policy may change from time to time, so please check this document occasionally to see if we have included any updates or changes, and that you are happy with them.

Viruses

Every effort has been made to ensure that the site is free from viruses, but Chrysalis Arts offers no warranties that its site is free from viruses, and the user is responsible for ensuring that they have installed adequate virus-checking software.

Contract applicants

If you apply for a contract or volunteering opportunity we will also collect information so we can assess your suitability for the role. If you apply to work with Chrysalis Arts, we will only use the information you give us to process your application and to monitor recruitment statistics. If we want to disclose information to someone outside Chrysalis Arts – for example, if we need a reference, or need to get a 'disclosure' from the Criminal Records Bureau – we will make sure we tell you beforehand, unless we are required to disclose this information by law.

If you are unsuccessful in your application, we will hold your personal information for 12 months after we've finished recruiting the role you applied for. After this date we will destroy or delete your information. We

keep de-personalised statistical information about applicants to develop our recruitment processes, but this does not contain any information that could be used to identify individual applicants.

If you work with us, we will put together a file about your work programme / consultancy agreement. We keep the information in this file secure, and will only use it for matters that apply directly to your role /consultancy.

Once you stop working for us, we will keep this file for 5 years. You can contact us to find out more about this.

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