

Bradford—Arts Centre

PRIVACY POLICY

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1. Privacy Policy

Bradford Arts Centre is committed to protecting your privacy. This Privacy policy will give you information on when and why we collect your personal information, how we use it and how we keep it secure. We will use the information that we collect about you in accordance with the UK GDPR and Data Protection Act 2018.

This policy may change over time so please check it periodically.

2. Who we are

Bradford Arts Centre is an intercultural arts centre based in Bradford, West Yorkshire which brings people and communities together to create and experience high-quality diverse music and dance, increase understanding and awareness of different cultures, and provide talent development pathways for young people and emerging artists into a career in the arts.

Bradford Arts Centre is a Charity (number 1055488) and a Company Limited by Guarantee (number 3195878) Registered in England and Wales.

3. What information do we collect?

Information which identifies you, such as your name, address, email and telephone number, may be retained by us if you provide this information when purchasing a ticket, applying for an artist development opportunity or signing up to our e-mailing list.

We keep a record of the emails we send you, and we may track whether you receive or open them so we can make sure we are sending you the most relevant information. We may then track any subsequent actions online, such as buying a ticket.

Like most websites, www.bdartscentre.co.uk may use cookies for collecting user information. Cookies mean that a website will remember you. This helps us to understand how people use our website and where we can make improvements. Cookies are pieces of data created when you visit a site, and contain a unique, anonymous number. They are stored in the cookie directory of your hard drive, and do not expire at the end of your session.

4. Social Media

Depending on your settings, or the privacy policies for social media and messaging services like Facebook, Instagram, WhatsApp or X, you may give us permission to access information from those accounts or services.

5. Third party organisations

We currently use a box office system from Ticketsolve to sell tickets for our performances and through this platform will have access to a record of what tickets you have purchased. We have also previously used Ticket Source, Eventbrite and Mailerlite, so may retain your data on those platforms.

We use Aquilla Digital as trusted partners for Information Security and Data Protection Obligation processing.

Your information may be shared with us by independent fundraising (such as Just Giving) if you make a donation to Bradford Arts Centre, but only when you have indicated that you give your consent to hear from us. How they process your data will be outlined in their own Privacy Policies.

You should check the Privacy Policy for each third-party organisation when you provide your information to understand fully how they will process your data.

6. How is this data stored?

Our e-mailing list and ticketing data is held in Cloud storage through third party organisations (such as Ticketsolve, Eventbrite and Mailerlite). Any other personal information is held on a secure server. We will only hold information where there is a clear, legitimate reason for us to do so.

Sometimes we may ask you to provide sensitive information, for example when you book for certain events or when you apply for a job. As with all the personal information we hold, sensitive information is held securely and restricted to those who need to use it. We will delete sensitive information when we no longer need it.

Every e-mail we send you offers you the opportunity to unsubscribe and remove your data from our records. You can also ask us to revise or remove your information by e-mailing info@bdartscentre.co.uk.

If you contact us, we reserve the right to keep a record of the correspondence and incorporate the information it contains into our database.

You have the right to obtain from us an electronic or paper copy of all Personal Information concerning yourself, or to speak to a Bradford Arts Centre representative on any matter, by e-mailing info@bdartscentre.co.uk or by writing to Alex Croft at Bradford Arts Centre, 1 Forster Square, Bradford, West Yorkshire, UK, BD1 4TY.

7. Sharing your data

Bradford Arts Centre will only share your Personal Information for marketing purposes if you have given us explicit and informed permission to do so.

If we are required by law, or requested by the police or a regulatory or government authority investigating potentially illegal activities, to provide information concerning your activities we shall do so. We may also disclose Personal Information to appropriate third parties to assist in anti-fraud checks and investigations.

8. Your rights

You have the following rights related to your personal data:

- To request a copy of personal information held about you.
- To request that inaccuracies be corrected.
- To request us to stop processing your personal data.
- To withdraw consent.
- To lodge a complaint with the Information Commissioner's Office or Fundraising Regulator.

9. Contact us

Please contact us if you have any questions about this privacy policy or information we hold about you by e-mailing info@bdartscentre.co.uk or by writing to Alex Croft (Data Protection), Bradford Arts Centre, 1 Forster Square, Bradford, West Yorkshire, UK, BD1 4TY.