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 Data Protection Act 2018, Data Use and Access Act 2025 and the Privacy and Electronic Communications Regulations 2003.

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.

We also use closed-circuit TV (CCTV) on our premises to help keep everyone safe, secure and to help with the prevention and detection of crime. CCTV cameras are located as to minimise the capture of images not relevant to our legitimate purposes for monitoring.

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 use 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 Mailchimp to deliver our newsletters and marketing updates. By subscribing to our mailing list, you acknowledge that the information you provide (such as your name and email address) will be transferred to Mailchimp for processing in accordance with their Privacy Policy and Terms.

We use trusted, external specialist partners for Information Security and Data Protection Obligation processing.

6. How is this data stored?

Our e-mailing list and ticketing data are held in Cloud storage through third party organisations, Ticketsolve and Mailchimp.

We respect your privacy and protect all personal information you provide when buying tickets. The information you provide will be used only by ourselves to deliver services and keep you informed with news, offers, and future events. We do not offer our database to outside companies involved in marketing. If at any point, you wish to be removed from our database, please do not hesitate to contact us.

You can unsubscribe at any time by clicking the 'Unsubscribe' link in the footer of any email we send you, or by contacting us directly at info@bdartscentre.co.uk.

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.

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 us, the Information Commissioner's Office or Fundraising Regulator in relation to how we handle your data.

9. Contact us

Please contact us if you have any questions or complaints about how we handle your personal data 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.