

Allendale Creative Artists Community Interest Company (ACACIC)

Privacy and Security Policy (January 2022)

Our contact details

Name: Allendale Creative Artists Community Interest Company

Address: Allendale Forge Studios and Gallery, Market Place,
Allendale, Hexham NE47 9BD

Phone Number: 01434 683975

E-mail: email@allendaleforigestudios.co.uk

The type of personal information we collect

When you become a shop member: We collect the information we need to enable us to contact you and process any payments from sales of your products (e.g. Name, address, bank details, etc.)

When you become a studio tenant: We currently collect and process the needed to approve and manage your lease agreement (e.g name, address, phone number, email address, etc.)

When you become an artist member: We collect the information we need to contact you and process your payments (e.g. name, address, bank details, phone number and email address)

When you apply to hold an exhibition: We collect the information we need to contact you and process your payments (e.g. name, address, bank details, phone number and email address)

When you apply to rent Studio 11: We collect the information we need to contact you (e.g. name, address, phone number and email address)

When you apply to be a volunteer: We collect the information we need to contact you (e.g. name, address, phone number, e-mail address)

When you sign up for our Monthly newsletter: We collect you name and email address. This information is only used to send you our Monthly Newsletter emails. You can unsubscribe at any time.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You apply to become a shop member
- You apply to become a studio tenant
- You apply to become an artist member
- You apply to become an exhibitor
- You apply to volunteer at ACACIC
- You apply to rent Studio 11
- You subscribe to receive our Monthly Newsletter via email.

We use the information that you have given us in order to contact you, pay you, charge you.

We may share this information with our bank in order to pay / charge you. Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- a) **Your consent. You are able to remove your consent at any time. You can do this by contacting email@allendaleforgestudios.co.uk.**
- b) **We have a contractual obligation.**

How we store your personal information

Your information is securely stored on line or in files in a locked office. All reasonable technical and physical steps have been taken to ensure the safety of your information.

We keep personal details for as long as your relationship with us either as a member of a studio hirer lasts or as long as the law demands. We will then dispose of your information by deleting your data from our electronic files and destroying any paper records through confidential shredding.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request, please contact us at:

email@allendaleforgestudios.co.uk

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Allendale Forge Studios, Market Place, Allendale, Hexham NE47 9BD or at the above e-mail address.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>