

# TramShed Theatre Company Data Management Policy



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# Data Management Policy

## Introduction:

TramShed Theatre Company needs to gather and use certain information about individuals.

These can include customers, suppliers, business contacts, employees and other people the organisation has a relationship with or may need to contact.

This policy describes how this personal data must be collected, handled and stored to meet the company's data protection standards – and to comply with the law.

## Why this Policy Exists:

This data management policy ensures TramShed Theatre Company:

- Complies with data protection law and follows good practice
- Protects the rights of customers, staff and partners
- Is transparent about how it stores and processes individuals' data
- Protects itself from the risks of a data breach

## Data Protection Law:

The General Data Protection Regulation (GDPR) applies in the UK and across the EU from May 2018. It requires personal data shall be:

1. Processed lawfully, fairly and in a transparent manner in relation to individuals;
2. Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research or statistical purposes shall not be considered to be incompatible with the initial purposes;
3. Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
4. Accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;

5. Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by GDPR in order to safeguard the rights and freedoms of individuals;
6. Processed in a manner that ensures appropriate security of personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.
7. The controller shall be responsible for, and be able to demonstrate, compliance with the principles.

## **1. Who? People and Responsibilities**

Everyone at TramShed Theatre Company contributes to compliance with GDPR. Key decision makers must understand the requirements and accountability of the organisation sufficiently to prioritise and support the implementation of compliance. You should set out here the key areas of responsibility which must be assigned, so that there is clarity about who in the organisation is responsible for leading on compliance with the regulations, what training is required by whom, and how policy and procedural information is disseminated within the team. These responsibilities should include (but are not necessarily limited to):

- Keeping senior management and board updated about data protection issues, risks and responsibilities
- Documenting, maintaining and developing the organisation's data protection policy and related procedures, in line with agreed schedule
- Embedding ongoing privacy measures into corporate policies and day-to-day activities, throughout the organisation and within each business unit that processes personal data. The policies themselves will stand as proof of compliance.
- Dissemination of policy across the organisation, and arranging training and advice for staff
- Dealing with subject access requests, deletion requests and queries from clients, stakeholders and data subjects about data protection related matters
- Checking and approving contracts or agreements with third parties that may handle the company's sensitive data

- Ensuring all systems, services and equipment used for storing data meet acceptable security standards
- Performing regular checks and scans to ensure security hardware and software is functioning properly
- Evaluating any third-party services, the company is considering using to store or process data, to ensure their compliance with obligations under the regulations
- Developing privacy notices to reflect lawful basis for fair processing, ensuring that intended uses are clearly articulated, and that data subjects understand how they can give or withdraw consent, or else otherwise exercise their rights in relation to the companies use of their data
- Ensuring that audience development, marketing, fundraising and all other initiatives involving processing personal information and/or contacting individuals abide by the GDPR principles

**Data Protection Officer (DPO) – the person responsible for fulfilling the tasks of the DPO in respect of TramShed Theatre Company is Zac Hackett - Artistic Director.**

- To inform and advise the organisation and its employees about their obligations to comply with the GDPR and other data protection laws
- To monitor compliance with the GDPR and other data protection laws, including managing internal data protection activities, advise on data protection impact assessments; train staff and conduct internal audits
- To be the first point of contact for supervisory authorities and for individuals whose data is processed (employees, customers etc)

## **2. Scope of Personal Information to be Processed**

- The data TramShed processes will include the following:
  - names of individuals
  - postal addresses of individuals
  - email addresses
  - telephone numbers
  - online identifiers
  - any other information relating to individuals
- Where the data is collected from and stored

- TramShed Theatre Company have made consideration to ensure that the data collected is accurate. E.g. We have measures in place to check accuracy/duplication/completeness of data. These checks are always relevant to the purpose, not excessive and up-to-date. E.g. We have measures in place to clean/update records and ensure they are not kept for longer than is necessary. (Necessary is defined as an active Member, Artistic Staff or Volunteer. When any of the named categories leave TramShed, personal data will be held on file for 12 months.
- Relevant data will be checked against industry suppression files termly by the designated DPO, such as the telephone preference service, the mailing preference service and the fundraising preference service.
- Details of any sensitive special categories of personal information that it is necessary for TramShed Theatre Company to process will be protected by enhanced measures to ensure rights are respected, including restricted access.

### 3. Uses and Conditions for Processing

Outcome/Use	Processing required	Data to be processed	Conditions for processing	Evidence for lawful basis
<b><i>E-Bulletin Subscribers</i></b>	<i>Mail-merge of name address details from patron database</i>	<i>Name and address details</i>	<i>Consent</i>	<i>Subscribers confirm consent to opt in by return email received by 25<sup>th</sup> May 2018.</i>
<b><i>Membership &amp; Volunteer Forms</i></b>	<i>Application forms on file.</i>	<i>Name, address, email, telephone numbers and personal support data.</i>	<i>Consent on application.</i>	<i>Subscribers confirm consent on applying and sign for specific permissions in house (photography etc).</i>
<b><i>Artistic Staff Forms</i></b>	<i>Application forms on file.</i>	<i>Name, address, email, telephone numbers and personal support data.</i>	<i>Consent on application.</i>	<i>Subscribers confirm consent on applying and sign for specific permissions in house (photography etc).</i>
<b><i>Trustee Forms</i></b>	<i>Application</i>	<i>Name, address, email, telephone</i>	<i>Consent on</i>	<i>Subscribers confirm consent on applying and</i>

	<i>forms on file.</i>	<i>numbers and personal support data.</i>	<i>application.</i>	<i>sign for specific permissions in house (photography etc).</i>
<b>DBS Certificates</b>	<i>Copies of enhanced disclosure certificates on file.</i>	<i>Name, address and disclosures.</i>	<i>Consent by providing copy to confirm disclosure processing.</i>	<i>DBS certificates processed by The Ormerod Trust. Certificate sent directly to participant.</i>

#### **4. Privacy Impact Assessments**

- *A description of the processing operations and the purposes, including, where applicable, the legitimate interests pursued by the controller.*
- *An assessment of the necessity and proportionality of the processing in relation to the purpose.*
- *An assessment of the risks to individuals.*
- *The measures in place to address risk, including security and to demonstrate that you comply.*
- *A DPIA can address more than one project.*

#### **5. Data Sharing**

Consent is the basis for sharing personal data with Third Parties and TramShed Theatre Company will always obtain and record permissions for sharing data from the named defined users.

#### **6. Security Measures**

TramShed restrict and protect access to personal data to those people for whom it is necessary to perform the processing. This includes security software, firewalls, encryption, restricted log ins and two step authentications.

The procedural and organisational policy measures protocols for safe transfer of data in transit, and protocols for password management.

The DPO is tasked with managing measures in place to enable TramShed Theatre Company to know if a data breach has taken place. The DPO will ensure that breaches are reported to the ICO within the required timescales. They will also ensure that data is deleted securely and without further risk of breach.

## **7. Subject Access Requests**

All individuals who are the subject of data held by your company are entitled to:

- Ask what information the company holds about them and why
- Ask how to gain access to it
- Be informed how to keep it up to date
- Be informed how the company is meeting its data protection obligations

## **8. The Right to be Forgotten**

In certain circumstances, subjects have the right to be deleted from our database. Upon user request, TramShed will delete all personal data with immediate effect. Members of TramShed's E-Bulletin can also unsubscribe from further communication individually.

## **9. Privacy Notices**

TramShed Theatre Company aims to ensure that individuals are aware that their data is being processed, and that they understand:

- Who is processing their data
- What data is involved
- The purpose for processing that data
- The outcomes of data processing
- How to exercise their rights.

To these ends the company has a privacy statement, setting out how data relating to these individuals is used by the company.

## **10. Ongoing Documentation of Measures to Ensure Compliance**

Meeting the obligations of the GDPR to ensure compliance will be an ongoing process. TramShed Theatre Company details here the ongoing measures implemented to:

- 1) Maintain documentation/evidence of the privacy measures implemented and records of compliance
- 2) Regularly test the privacy measures implemented and maintain records of the testing and outcomes.
- 3) Use the results of testing, other audits, or metrics to demonstrate both existing and continuous compliance improvement efforts.
- 4) Keep records showing training of employees on privacy and data protection matters.