

Privacy Policy



1. Introduction

Deafinitely Theatre is committed to keeping your data/personal information safe and meeting our responsibilities under law. You can find general information about data protection law on the ICO's website: <https://ico.org.uk/>.

This policy is intended to let you know how we use the data we hold about you, and your rights in regard to this. It does not provide exhaustive detail, for more information please contact us at:

Deafinitely Theatre
201 Drummond Street
London
NW1 3FE
E: info@deafinitelytheatre.co.uk
T: 020 7387 3586

Our privacy policy may be reviewed from time to time and we will share any updates on our website. We may also get in touch directly to let you know about significant changes. This privacy policy was last updated on 8th May 2018.

2. Who we are

Deafinitely Theatre is a registered charity (Charity number 1111526) and company limited by guarantee (Company number 05371228), registered at 201 Drummond Street, London, NW1 3FE, UK. Deafinitely Theatre is the data controller of your personal information.

3. How we collect your personal information

We collect your information when you interact with us, in a number of ways listed below (please note this list is not exhaustive):

- Used our website, www.deafinitelytheatre.co.uk, we use cookies to help us make the experience for our website users better
- Contact us by email, phone or post
- Interact with us via social media
- Completed an online or paper feedback survey
- Donated money to us (through a third party like Charity Checkout or Paypal), by cheque, BACS transfer, cash or services in kind
- Booked to attend a Deafinitely Theatre performance or event
- Participated in a Deafinitely Project such as Deafinitely Youth or Hub (or the parent/carer/guardian if under the age of 18).
- Told another organisation they can pass information about you to Deafinitely Theatre

4. What data we may hold about you

The type of information we collect depends on where and when it is gathered, when you register on our website or contact us by social media, post or phone, we need to collect information from you in order to provide the service you are requesting.

Data we hold about you may include:

- Information you gave us in an online or paper form (such as feedback, contact details, your age, gender, ethnicity)
- Details of Deafinitely events you have attended
- Donations you have made

- Communications with us via email, phone calls or post
- Your publicly available social media activity
- Photographs and videos taken during a Deafinitely Theatre project or event (no photographs are ever taken without prior consent from you)

5. How we use data about you


The information we hold on you will be used in a number of ways, including:

To carry out our business and provide a service or carry out a contract with you:

- To provide a service you have requested e.g. a booking to our show or events
- To record who has donated money or services to us and process payments
- To provide great customer service and to help us with internal administration

Where we have your consent:

- To inform you of our productions and events
- To learn from your feedback and experience and improve our services
- To update you about our projects
- To share with other people and organisations feedback you have given in order to report on our impact and promote our work
- To keep track of who has attended Deafinitely Theatre's productions and events

Where we have justifiable reason (including legal obligation and legitimate interest): 

- To invite you to future productions, projects and events and let you know about opportunities that might be of interest (for example, future employment opportunities for our alumni)
- For the public benefit to advance the cause of deaf led and bilingual theatre, promoting our impact as wide as possible

6. How we handle your information and other organisations

Deafinitely Theatre will not without your express consent provide your personal information to any third parties for direct advertising. We will never sell your personal information/data.

We use third party providers, such as MailChimp, to deliver our newsletters, through this we gather anonymous statistics about email opening and clicks.

We may share your personal information with other organisations for research and analysis purposes, but will not share data with any third parties for any purposes other than those that will benefit Deafinitely Theatre, such as payment processing service providers, Audience Agency, who help us to better understand our audiences, and Arts Council, England and venue partners to report on our work. We require that such organisations meet our standards for handling information, and that it is only used for the agreed purpose.

We use Google Analytics to collect basic information and details of what visitors do on our website, as well as information provided by your computer, like your browser type. This data is anonymised and we will never attempt to find out the identities of those visiting our website.

By visiting our website, you consent to the use of cookies - files placed on your computer by a website to collect standard internet log data and learn about the behaviour of visitors. For more information about cookies, including how to turn them off, visit www.aboutcookies.org.

For some of our projects, such as Deafinitely Youth Theatre, we may collect data about the young participants taking part, including children & young people and vulnerable adults. We will seek consent from a parent or guardian before collecting data about children. In order to deliver projects and keep participants safe, we may need information such as, medical details, access requirements and notes and

feedback on participants' work with Deafinitely. This may be passed to emergency services if necessary. For people under 18 years old, Deafinitely will use a nominated adult as a first point of communication.

7. How we keep your data safe

Your data is always held securely and access to information is strictly controlled. We ensure access is restricted appropriately to trained staff that need to use it for the processes outlined in this policy. We use administrative, technical, and physical measures to safeguard personal information against loss, theft and unauthorised uses, access or modifications. We will keep and process your data only for long enough to fulfill the purpose we collected it for. After that point, we will dispose of it in a secure manner.

Some of our third party suppliers may run their operations outside of the European Economic Area (EEA). As such they may not be subject to the same data protection laws, in these cases we will take steps to ensure that your privacy rights continue to be protected as outlined in this privacy notice.

We may share information about you with law enforcement agencies and other organisations or individuals if we are required to by law.

Of course, information transmission over the Internet is inherently insecure, and we cannot promise the security of data sent over the Internet.

8. Your choices

You can contact us at any time to request that we stop contacting you, or to ask us to access or amend the personal information we hold on you, by contacting us on the below contact details.

Every email we send you will include details of how to unsubscribe from future communications. Click the 'unsubscribe' link or email us at info@deafinitelytheatre.co.uk if you want to opt out from hearing from us or amend data we hold.

If you would like to see what information we hold about you contact us to ask.

By post: Deafinitely Theatre, 201 Drummond Street, London, NW1 3FE

By email: info@deafinitelytheatre.co.uk

By telephone: 020 7387 3586

You have the right to lodge a complaint with the data protection authorities if you believe that we have not complied with applicable data protection laws. You also have a right to claim damages if processing of your personal information violates applicable data protection law.