



# Privacy Policy

## Our Privacy Principles

We will look after any personal information that you share with us.

This is central to our values as an organisation. We want everyone who works with us, supports us, or who comes to us for support, to feel confident about how any personal information they share will be looked after or used.

You can be confident that:

- We only use personal information in the ways we need to and that is expected of us.
- We will keep you up to date with our work but will only use your personal information to do this if you have previously told us that's OK.
- We will make it easy for you to tell us how you want us to communicate with you, including how to opt out from future communications - and we promise your request will be respected straight away.
- We will never release your information to organisations outside 20 Stories High for their marketing purposes.
- We will be especially careful and sensitive when engaging with vulnerable people or those we have reason to believe might be vulnerable
- We take all reasonable care to safeguard your personal information through security policies and secure business processes.
- We will always provide easy ways for you to contact us. Our Data Controller, Tina Taylor is happy to answer any queries you have, at any time.

## 20 Stories High Privacy Policy

We know that your privacy is very important to you. We promise that it is even more important to us.

### 1. How we collect personal information about you

We may collect personal information from you when you interact with 20 Stories High. This could happen if you enquire about our activities, register with us, make a donation to us, purchase something, apply for a job or volunteering opportunity, if you chose to provide some optional feedback or otherwise provide us with personal information. And, this may be when you phone us, email us, go onto our website, through the post, or in person.

### 2. What information do we collect?

The personal information we collect might include your contact details such as name, date of birth, email address, postal address, telephone number, as well as information you provide in any correspondence between us. It may also include photographs and films of productions that you appear in.

We also gather anonymous information through our website which does not identify individual visitors but tells us about the use of our website, such as which pages users visit most often and which services or events are of most interest.

### 3. How do we use personal information?

We may use your personal information to:

- Provide or administer activities relating to all our services: updating you with important messages, and helping us to properly maintain our records;
- Improve your experience with us. We may use your information for feedback to improve our service, communications or information.
- Provide you with information about our plans. This may be letting you know about shows or events and may include fundraising updates; of course, we will only do this either with your consent, where we need to fulfil a contract or service with you, or where we believe you will expect to be updated and contacted by us. You can of course ask us at any time to change how we contact you - simply contact our Data Controller Tina Taylor.
- We may need to disclose your information if required to do so by law (for example, to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority); or, in order to enforce our conditions of sale and other agreements;

### A special note about the Sensitive Information we hold

If you are a member of our regular participation programmes in Liverpool (such as Youth Theatre and Young Actors Company) you may choose to provide details of a sensitive nature.

We only use it for the purposes of supporting your participation in our groups, dealing with your enquiry, training, and quality monitoring or evaluating the services we provide. We will not pass on your details to anyone else without your express permission except in exceptional circumstances. Examples of this might include anyone reporting serious self-harm or posing a threat to others, children contacting us and sharing serious issues.

If you provide us with any Sensitive Personal Data in person, by telephone, email or by other means, we will treat that information with extra care and always in accordance with this Privacy Policy. Your personal information and details of the information received are stored on a secure database for no longer than is necessary for the purposes of its use. We carry out periodic deletion of data whose retention period has expired and/or when the need to continue holding such data is no longer necessary.

### 4. Your choices

We'd like to keep all our participants, partners and supporters up to date with our progress and activities and will keep in touch with you by post, phone, email, text and other electronic means. Please be assured our committed staff and volunteers respect any information that you share with us and you can change your mind and remove or add your consent at any time, by simply contacting us on [tina@20storieshigh.org.uk](mailto:tina@20storieshigh.org.uk)

In cases where we may need to process your personal information outside the EEA, e.g. storing it on cloud services such as Dropbox, we will comply fully with our legal obligations as a data controller and take all steps necessary to ensure that your personal information is treated securely and in accordance with legislation.

### 5. Who sees your personal information?

The personal information we collect about you will be used by 20 Stories High's staff and volunteers so that they can support you. Information may be passed to legal and regulatory authorities if required to by law.

We will never sell or share your personal information with other organisations.

## 6. Your Information Security

We take the security of your personal information extremely seriously. We have put in place appropriate physical, technical and organisational measures to protect the personal information we hold. And, we only keep it as long as is reasonable and necessary, which may be to fulfil statutory obligations (for example, keeping finance records).

Here are some of the ways we protect your personal information:

- Your personal information is kept securely in our databases and offices. Sensitive digital files are password protected and sensitive paper files are kept in locked drawers or cupboards, all with limited staff access.
- Our website may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites.

## 7. Your communication with our teams at 20 Stories High

Your communication with our team (including by telephone or email) may be monitored for training, quality control and compliance purposes to ensure that we are always providing the best possible service.

## 8. How to update or access your personal information

You may ask us at any time to update your details, correct or remove information you think is inaccurate by:

Writing: 20 Stories High, Toxteth TV, 37-45 Windsor Street, Liverpool, L8 1XE  
Email: [info@20storieshigh.org.uk](mailto:info@20storieshigh.org.uk)  
Tel: 0151 708 9728

You also have a right to know what personal information 20 Stories High holds about you. To request a copy of your personal information we hold, contact us by:

Writing: 20 Stories High, Toxteth TV, 37-45 Windsor Street, Liverpool, L8 1XE  
Email: [info@20storieshigh.org.uk](mailto:info@20storieshigh.org.uk)  
Tel: 0151 708 9728

## 9. Changes to our Privacy Policy

Our Privacy Policy is reviewed regularly to ensure that it reflects how we use your information. Any changes will be notified to you by updating this policy so please check this Policy to see if any changes have been made that are important to you. Where appropriate, changes will be notified to you by email.

This Privacy Policy (version 1) was last updated on 21 May 2018.

## 10. Who we are

At 20 Stories High, we are committed to protecting your personal information and want to reassure you that you have control over the information we store about you and what types of information you would like to receive from us.

For further information about our privacy practices, please contact our Data Controller, Tina Taylor by:

Writing: 20 Stories High, Toxteth TV, 37-45 Windsor Street, Liverpool, L8 1XE  
Email: [tina@20storieshigh.org.uk](mailto:tina@20storieshigh.org.uk)  
Tel: 015 708 9728