



## Outside In

### Policy: Privacy

**Date agreed by Governance Board: *May 2018***

**Review Date: Annually**

#### **Policy statement**

Outside In is a national project providing a platform for artists to access the art world who may find it difficult due to health, disability, social circumstance or isolation.

Outside In takes the privacy of individuals that the organisation works with very seriously. This Privacy Policy explains how Outside In collect and store personal data about people who sign up to Outside In as artists, as applicants for training or job vacancies, to receive newsletters, or as buyers, Patrons, Friends and other supporters. The Policy will also explain how personal data is used, kept secure, how long it is kept for and when Outside In may need to disclose data to others.

## ***PRIVACY POLICY***

Outside In is committed to protecting your privacy. We will ensure all personal data we hold is kept securely and confidentially in accordance with our Data Protection Policy, which can be found on our website: <http://www.outsidein.org.uk/privacy-policy>

This Privacy Policy explains how we collect and store personal data about people who sign up to Outside In as artists, as applicants for training or job vacancies, to receive newsletters, or as buyers, Patrons, Friends and other supporters. The Policy will also explain how we use personal data, how we keep it secure, how long we keep it and when we may need to disclose data to others.

Our Privacy Policy and practices may change in the future; all changes will be recorded here. You should check this Policy regularly to ensure that you are familiar with the most recent version. By using our website, signing up to be an Outside In artist, applying for our training programmes, applying to work for us, becoming an Artist Ambassador or joining our Artist Advisory Group, submitting work to call outs and commissions, making a donation and / or signing up to any of our products or services, you are agreeing to be bound by this Privacy Policy.

Any questions regarding our Privacy Policy or privacy practices should be sent by email to: [info@outsidein.org.uk](mailto:info@outsidein.org.uk) or by post to: Outside In, 9 North Pallant, Chichester, PO19 1TJ. You can also ring Outside In on 01243 770828.

### *Who we are*

Outside In is an award winning charity working to create a fairer and more inclusive art world. When we refer to Outside In (or "we", "us" or "our") we mean Outside In Art Charitable Incorporated Organisation (Registered Charity Number 1171128), known as Outside In.

### **Your Personal Data**

Personal data refers to information Outside In collects that could identify you. This includes information that you tell us about yourself and what we learn by having you on our mailing lists. This Privacy Policy will explain what personal data Outside In collects, what we do with it and how long we keep it for.

We collect personal data if you:

- sign up with us as an artist
- contact us
- register to receive a newsletter or information about our events, exhibitions and other activities
- apply for a place on our training programmes
- apply to work for us, paid or voluntarily
- become an Artist Ambassador or join our Artist Advisory Group
- submit work for a commission or exhibition
- make a donation or sign up to our Patrons & Friends scheme

- purchase artwork

*What we will collect:*

Outside In will only collect personal data which is necessary to carry out the relevant activities. Depending on your relationship with Outside In, the personal data we collect may include your full name, subscriber identification number, postal address, email address, telephone number, date of birth and financial information as set out below.

We may ask you to provide “special category” personal data, for example when you sign up to Outside In as an artist. If we request such information, we will explain why we are requesting it and how we intend to use it. This will likely be information relating to your physical and/or mental health and well-being but could also include your racial or ethnic origin, your religious or philosophical beliefs, your sex life or sexual orientation. We will only collect your special category personal data with your explicit consent.

If you make a donation or purchase art work through Outside In, your card information is collected by our third party payment processors who specialise in the secure capture and processing financial information and debit/credit card transactions and not by Outside In.

*What we will do with your personal data:*

In accordance with the consent that you have given us, Outside In will process (use) your personal data to identify you, to customise our website and its content (see the section on Cookies and tracking below) and, if you agree, provide you with details of our news, activities, campaigns, fundraising appeals, events and exhibitions by email, by post or by telephone (see the section on Marketing below).

We may also use your data as is necessary in order to fulfil our contract with you, for example to process a donation you have made; process payments for art work sales; display your work or your name on our website; invite and deal with submissions for commissions and exhibitions; process applications to training programmes or to work with Outside In; seek your views or comments on the services we provide; notify you of changes to our services.

From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

*Marketing*

We may periodically send promotional emails about new opportunities, events, fundraising activities or other information which we think you may find interesting using the email address which you have provided.

When we need your consent, we will ask you to check a box on a consent form. By checking these boxes you are stating that you have been told why Outside In is collecting the information, how it will be used, for how long it will be kept, who else may access it and what your rights are as a data subject.

We process this personal data with your consent and/or on the basis of our legitimate interest, however we will always screen against relevant preference services lists and our own internal suppression lists.

We do not want to send you information that you do not want to receive and you can unsubscribe from our database or mailing lists at any time by emailing: [info@outsidein.org.uk](mailto:info@outsidein.org.uk) or by writing to: Outside In, 9 North Pallant, Chichester, PO19 1TJ. Please see 'Your Rights' below for further information.

*Who has access to your personal data:*

Your personal data will be processed securely by members of the Outside In team and authorised staff within our partner organisations. Your data will be stored securely physically and electronically and we have policies and procedures in place to ensure that only authorised personnel can access your information. For the purposes of IT hosting and maintenance, electronic data will be held on servers within the European Union. Where necessary to fulfil our obligations to you, we may share your data with the following third parties in order to administer our services and maintain our internal systems: Project Five (IT and email), Surface Impressions (website and database), Charities Aid Foundation (financial), Sheen Stickland (payroll), Pure (employment lawyers), Pallant House Gallery (accounts and exhibitions), Susan Potter (external evaluator) and NOW (pension provider).

*How long will we keep your personal data:*

Your personal data will only be retained and processed as described above for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us. We are legally required to hold some types of information to fulfil our statutory obligations (for example, the collection of Gift Aid). We review our retention periods on a regular basis and every three (3) years we will also send out a reminder if you are on our mailing list so you can review your consent.

It is important to us that your personal data is accurate. If your personal details change or you believe the information we have collected from you is out of date, incomplete or incorrect, please contact us by email or by post to update your details.

You can unsubscribe from our mailing lists at any time by contacting us by email, by post or by telephone. When you notify us that you wish to be removed from our mailing list, your personal data will be securely deleted. However please note that a log of this (called a 'suppression list', which may include some personal data) may be kept on our records for compliance purposes. We will continue to contact you for individual matters if you remain a supporter of Outside In or an Outside In artist.

*What are your rights:*

You have the right to ask us for a copy of your personal data that we hold. Once we have received your request we will respond within one month. There are no fees or charges for the first request but we may have to charge an administrative fee for any additional requests for the same data. If the data we hold about you is out of date, incomplete or incorrect, you can inform us and we will ensure that it is updated.

If you feel that we should no longer be using your data or that we are illegally using your data, you can request that we erase the data we hold. When we receive your request, we will confirm whether the data has been deleted or tell you if, for any reason, it cannot be deleted.

You have the right to request that Outside In stops processing your data. Upon receiving the request, we will contact you to tell you if we are able to comply or if we have legitimate grounds to continue any such processing. Please note that if we no longer process your personal data as originally intended, we may need to continue to hold your data (for example to ensure that we maintain a record of your un-subscription on our suppression list).

You have the right to request that we transfer your data to another controller. Once we receive your request, we will comply where it is feasible to do so.

You have the right to request that we stop contacting you with marketing information.

In order to process any of your requests above, we may need to verify your identity for your security; if this is the case, we will not be able to process your request until your identity has been verified.

If you wish to complain about how we have handled your personal data, please contact us in writing by email or by post at the address set out at the top of this Privacy Policy.

If you are not satisfied with any of our responses or believe our processing of your personal data does not comply with data protection legislation, you can complain to the Information Commissioner's Office at <https://ico.org.uk/concerns/>.

## **Cookies and tracking**

A cookie is a small text file which is placed onto your computer (or other electronic device) when you access our website. Cookies are used to make our website work more efficiently or more conveniently, as well as to provide information to the site's operators.

### *Consent to cookies:*

There is a notice on our home page which describes how we use cookies. If you use this website after this notification has been displayed to you, we will assume that you consent to our use of cookies for the purposes described in this Policy.

### *Turning off cookies:*

If you do not want to accept cookies, you can change your browser settings so that cookies are not accepted. If you do this, please be aware that you may lose some of the functionality of this website. For further information about cookies and how to disable them please go to the Information Commissioner's webpage on cookies: <https://ico.org.uk/for-the-public/online/cookies/>.