

BRITISH TEXTILE BIENNIAL

Privacy Notice

Introduction

British Textile Biennial (BTB) is committed to protecting your personal information and being transparent about what information we hold about you and how we use it, in accordance with the General Data Protection Regulations 2018.

Using personal information allows us to develop a better understanding of our audiences and volunteers and in turn to provide you with relevant and timely information about the work that we do.

The purpose of this privacy policy is to give you a clear explanation about how we collect and use the information we collect from you directly and from third parties.

We use your information in accordance with all applicable laws concerning the protection of personal information. This policy explains:

- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- How to complain

If you have any queries about this privacy notice, please contact the Data Protection Officer at BTB by emailing hello@britishtextilebiennial.co.uk and include in the subject line 'FAQ: Data Protection Officer'.

Information collection

We collect various types of information and in a number of ways. We only collect these personal details when you specifically provide them on a voluntary basis. This information comes directly from you and with your consent when you sign up for our mailing list, buy a ticket through our third party ticketing platform, Eventbrite, answer a survey, email us with feedback, or participate in any workshops or programmes. We also use Cookies on our website (see below for further information about our use of cookies).

The main purposes for which BTB collect and process the details of audiences, project participants and enquirers are:

- To provide the service, goods or information that they have requested
- For administration purposes e.g. to administer free events, process applications for creative briefs
- To gather feedback to help improve our work
- To report back to our funders for evaluation purposes
- To receive donations and arrange fundraising events
- To further our aims and for marketing purposes

Information you give us

Depending on the purpose and type of engagement you have with us, we will collect a range of information from you with your knowledge and approval. This information includes:

- Full name
- Contact details, including; email address, telephone number, full address and postcode
- Demographic information e.g. ethnic origin, sexual orientation, religious beliefs, age
- Photographs, video recordings and audio files
- Marketing preferences
- Donation history and tax payer information (for Gift Aid purposes)
- Bank details for supplier payments

Legal basis

There are three bases under which we may process your data:

Contract purposes

When you make a purchase from our ticketing provider, Eventbrite, you are entering into a contract with us. In order to perform this contract we need to process and store your data. For example we may need to contact you by email in the case of cancellation of an event.

Alternatively if we contract you as an artist or supplier we are also entering into a contract with you and we will process and store your data in order to fulfil contract requirements.

Legitimate business interests

We will collect and process your personal data for purposes that are in our legitimate organisational interests. However, we only do this if there is no

overriding prejudice to you by using your personal information in this way. For example:

- we may process your data to inform you of BTB activity when you have previously provided us with your email address when engaging in another area of the BTB programme because we believe that you will be interested in our other activities. If this is not the case, you can ask us to remove you from our mailing lists by following the unsubscribe link at the end of every e-newsletter or by contacting us at hello@britishtextilebiennial.co.uk
- we may collect sensitive data about our audiences and artists when there is a clear reason for doing so. For example, for research purposes or on behalf of our funders, including Arts Council England. We will always ask your permission to collect and share this data.

With your explicit consent

For any situation where the two bases above are not appropriate, we will instead ask for your explicit consent before using your personal information in that specific situation (e.g. sharing your data with a third party organisations)

Your rights

Under the GDPR you have a clear set of rights available to you as set out on the Information Commissioner's Office website. These include your right to:

- **Access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. However, there are some exemptions which means you may not receive all the information you ask for.
- **Rectification** - You also have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- **Erasure** - You have the right to ask us to delete your personal information.
- **Restriction of processing** - You have the right to ask us to limit how we can use your personal information.
- **Object to processing** - You have the right to object to the processing of your personal data.
- **Data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.
- **Withdraw consent** - When we use consent as our lawful basis you have the right to withdraw your consent at any time.

If you make a request, we must respond to you without undue delay and in any event within one month. To make a data protection rights request, please contact us using the contact details at the beginning of this privacy notice.

How long we keep information

We keep personal data in principle for as long as it is needed for its stated purpose. After that, it will be deleted or anonymized:

- For employees, suppliers, contractors and artists this will be for 6 years from the date of last engagement.
- For audiences and participants this will be for at least 3 years from the point of last engagement.

As part of our data management procedures we will undertake periodic reviews of our data and contact you to ensure that the data we hold is accurate and to remind you of your rights in how we hold and process your data.

Who we share information with

We work with The Evaluator Ltd and the Super Slow Way programme as our data processors. Collectively, they provide us with vital monitoring and evaluation services, helping us analyse our data and report to our funders.

In addition, we work with third party organisations to provide systems such as box office ticketing (Eventbrite) and emailing systems (Mailchimp). In such cases, we will only use reputable and well vetted firms and have contracts and processes in place that ensure the safe and confidential processing of personal data at all times.

From time to time, we may share your email address and any demographic data that you have provided with specific named partner organisations whose events you have attended. In these cases we will always ask for your explicit consent before doing so and ensure that there are Data Sharing Agreements in place between us and the partner company.

We may also disclose personal information where we are under a duty to comply with any legal obligation (for example to government bodies and law enforcement agencies).

BTB will NEVER sell your personal information to others.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the beginning of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the Information Commissioner's Office using the details below.

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

Telephone: 0303 123 1113

Website: www.ico.org.uk/make-a-complaint

Policy draft: Sept 2024

Policy approved: Sept 2024

Policy to be reviewed: Sept 2025

