

Content:

The following procedure covers:

1. [Your privacy is important to us](#)
2. [What information do we collect?](#)
3. [How we get your personal information and why we have it](#)
4. [How we store your personal information](#)
5. [Sending your personal information outside the UK](#)
6. [Cookies](#)
7. [Other Websites](#)
8. [Changes of business ownership and control](#)
9. [Your data protection rights](#)
10. [How to complain](#)

Detail:

1. Your privacy is important to us

- 1.1. Your privacy is important. When you use InspireAll Leisure and Family Support Services (InspireAll) products and services, visit our sites, supply us with products or services, we collect and use certain information about you. This information, like your name and email address, is called personal data. We want you to know what personal data we have about you and how we use it. We also want you to know that you have rights over that data.
- 1.2. We protect your data and we will never sell it. We make sure we comply with data protection laws like the UK General Data Protection Regulation 2018 (UK GDPR) and the Data Protection Act 2018 (DPA).
- 1.3. Sometimes we will update this policy to make it clearer or to keep up with changes. Changes might be a new service, a different way of using your personal data or a change in the law. When we change it we will revise the date at the bottom of each page of this document.
- 1.4. If you have any questions, please speak ask a member of staff or contact our Data Protection Officer:

dpo@inspireall.com

07785 462 593

Data Protection Officer

InspireAll Leisure and Family Support Services

The Venue Leisure Centre
Elstree Way
Borehamwood WD6 1JY

1.5. This policy applies to the Wylyotts Theatre, Potters Bar, and anyone who:

- Visits
- Takes part in any activities or services provided
- Has expressed a strong interest in any activities or services provided.
- Joins a mailing list.
- Provides feedback
- Hires the venue
- Supplies us with products or services

1.6. For details about how we handle your personal information if you are:

- A current or former user of our leisure centres, please ask to see our Leisure Privacy Policy.
- A current or former user of our family centers or Starjumps nurseries, please ask to see our Family Support Service and Nursery Privacy Policy.
- A prospective, current, or former employee of InspireAll, please ask to see our Employee Privacy Policy.

1.7. InspireAll Leisure & Family Support Services is a UK registered charity no. 1093653 and a company limited by guarantee no. 04343347. We manage the Wylyotts Theatre in Potters Bar, Hertfordshire, as well as a number of other leisure facilities.

1.8. We are registered with the Information Commissioner's Office. Our number is Z6410769.

1.9. Our head office is:

InspireAll Leisure and Family Support Services
The Venue
Elstree Way
Borehamwood
Hertfordshire, WD6 1JY.

2. **What information do we collect?**

2.1. We currently collect and use the following personal information:

<p>When you book an activity or buy theatre tickets:</p>	<ul style="list-style-type: none"> • Your name and contact details, bank details. • We might also collect: Date of birth, ethnicity, gender, interests, emergency contact details.
<p>If you book an activity for your child:</p>	<ul style="list-style-type: none"> • Child's name, date of birth, gender, address, medical information, emergency contact details, disability/special educational needs, injury details, details of person who is collecting them from activity, safeguarding information. • As well as the parent/carer's name, contact details and bank details.
<p>If you visit our website or book a course or session online:</p>	<ul style="list-style-type: none"> • Email address, online account password, IP address.
<p>When you pay by credit card:</p>	<ul style="list-style-type: none"> • Credit card details.
<p>When you join a mailing list, reserve or book tickets, watch a production or attend an activity:</p>	<ul style="list-style-type: none"> • Contact details • Information about your history of reservations and bookings • Information about when you visited and what you did.
<p>If you hire one of our venues:</p>	<ul style="list-style-type: none"> • Your contact information • Qualifications, Disclosure and Disbarring Service information, Child Performance License information and Body of Persons Approval information (if relevant)
<p>If you provide us with products or services:</p>	<ul style="list-style-type: none"> • Your contact information
<p>If you are an approving person on behalf of Central Bedfordshire Council or Hertfordshire County Council for Body or Persons Approval or you are listed as a chaperone on the BOPA:</p>	<ul style="list-style-type: none"> • Your name

If you contact us or provide feedback:	<ul style="list-style-type: none"> Your contact information, enquiry and/or feedback (so we can reply if necessary)
If you interact with our social media:	<ul style="list-style-type: none"> Your comments, other personal information you may share with us such as your contact details and your username
If you express a strong interest in attending one of our theatres or using our services and activities:	<ul style="list-style-type: none"> Name, contact details. (If your interest has been in a child's activity, we will also collect your child's name and date of birth)
When you participate in competitions or sponsor someone:	<ul style="list-style-type: none"> Your contact details
When you visit any of our theatres:	<ul style="list-style-type: none"> CCTV images (for the prevention, identification and reduction of crime, anti-social behaviour, health and safety of service users, employees, and members of the public). For more details of how we record, use and store images on CCTV please ask to see our CCTV Code of Practice.
If you access our CCTV images:	<ul style="list-style-type: none"> Name, telephone number and email address, date of access and time in and out of CCTV display/storage room
If you ask for any of your rights under the DPA 2018 or UK GDPR 2018:	<ul style="list-style-type: none"> Name, contact details, personal information required for ID.

3. How we get your personal information and why we have it

3.1. Most of the personal information we use you give us yourself. We use it for one of the following reasons:

When you join a mailing list:	<ul style="list-style-type: none"> To provide you with information about the theatre's programme
When you reserve theatre tickets:	<ul style="list-style-type: none"> To set up and manage your account To send you marketing information if you have opted-in to receive it.

<p>When you book an activity or buy theatre tickets:</p>	<ul style="list-style-type: none"> • To set up and manage your account • To provide you with information that may be of interest to you and to let you know of any service changes • To take payments for goods/activities/services purchased. • To provide information for our local authority funders (you cannot be identified in these reports). • To send you marketing information if you have opted-in to receive it. • To develop and improve services for your benefit.
<p>When you and your family use our services:</p>	<ul style="list-style-type: none"> • Usage information is used to keep you up to date about cancellations, changes to terms and conditions, booking changes or important information about the theatre. • If you have given consent, to provide you with information about products and services we think may be of interest to you. You will have the option to opt-in to these when you initially provide information to us or when we collect information from you, and can opt out/update your preferences at any time by contacting theatre or by contacting dpo@inspireall.com
<p>When children are booked onto our services:</p>	<ul style="list-style-type: none"> • Your child's information is used to set up their account/activities. • Parent/carer details are used to verify and manage this account/activity on their behalf. • Emergency contact details and medical information is collected so staff can respond to the best of their ability in case of emergency.
<p>If you hire one of our venues or facilities:</p>	<ul style="list-style-type: none"> • In order to contact you and to charge you • To make sure you have the right qualifications to run your club or do your activity • To make sure we keep any children and vulnerable people safe
<p>If you provide us with products or services</p>	<ul style="list-style-type: none"> • In order to manage our orders

If you express a strong interest in using our services and activities:	<ul style="list-style-type: none"> To contact you to give you more information about the service/activity you are interested in.
If you visit our website or book a course or session online:	<ul style="list-style-type: none"> To set up and manage your account
If you contact us or provide feedback:	<ul style="list-style-type: none"> To improve our services To get in contact you if you have given us permission to discuss anything you have raised.
If you interact with our social media	<ul style="list-style-type: none"> To evaluate and improve our services To get in contact you if you have given us permission to discuss anything you have raised.
If you nominate a member of staff for a WOW Award:	<ul style="list-style-type: none"> To contact you about your nomination If you have given permission, your name may be used on a certificate, online and in their communications.
When you use or visit our facilities:	<ul style="list-style-type: none"> To ensure your health and safety, and the health and safety of others when using our facilities. To comply with requests from NHS Test and Trace To get in contact with your emergency contact if needed. To ensure the security of our premises, employees, service users and visitors. To promote our services we may capture your personal information in photos or films.
When you participate in competitions or sponsor someone:	<ul style="list-style-type: none"> To get in contact with you about the competition or the event
If the law says we have to share your information	<ul style="list-style-type: none"> To protect you, your family or anyone working with you if we think there is a serious risk of harm If the HMRC or other authority has asked for your information we have to share it

3.2. We may also get information about you from these places:

3.2.1. We use this information so you can provide feedback and so we can keep.

Employee awards scheme provider	<ul style="list-style-type: none"> Contact information, information about why you are nominating a member of staff for a reward
Your child's school	<ul style="list-style-type: none"> Medical information if relevant, if your child is attending a workshop with their school, or if we are delivering a workshop at your child's school.
Hertfordshire County Council:	<ul style="list-style-type: none"> Your name as the person providing Body of Persons Approval (BOPA) Your name as a licensed chaperone listed on a BOPA

3.3. We might share your personal information with these companies:

<i>Customer database provider</i> –specialist software to manage customer accounts	<ul style="list-style-type: none"> Information needed to set up and run your account: contact details, payment details, emergency contacts, marketing preferences etc.
Credit card payment providers and banks	<ul style="list-style-type: none"> Credit card and payment details in order to take payments for services
Your child's school if they attend a workshop organised with their school	<ul style="list-style-type: none"> testimonials
Health and safety consultants and accident database, insurers	<ul style="list-style-type: none"> Details of any accidents you may have had, or have witnessed
Organisations that provide InspireALL with funding	<ul style="list-style-type: none"> Reports contain information that cannot identify you. If you do not want your personal information to be included in this reporting, please contact dpo@inspireall.com

Organisations that we have to share your information with by law	<ul style="list-style-type: none"> We will only share information if requested if we have to do so by law
Marketing services	<ul style="list-style-type: none"> Contact details if you have given permission for us to do so. You can opt-out at any time by 'unsubscribe' which is included in all our texts and emails to you.
People who ask for personal information under UK GDPR 2018	<ul style="list-style-type: none"> We will only share your personal information if we receive a valid request to do so (please see below).

3.4. InspireAll works in partnership with Hertsmere Borough Council to provide theatre services.

3.5. Children’s personal information

3.5.1. Our services are used by people of all ages. Children aged under 16 years must have a parent or guardian’s consent before providing personal information to us. We will not collect any personal information without this consent.

3.6. We have to have a lawful reason to use your personal information.
These are:

Contract (between you and InspireAll)	<ul style="list-style-type: none"> When you book tickets or an activity for yourself or a member of your family, we collect and store personal information in order to provide you with services. When you hire one of our venues or facilities we collect and store personal information in order to provide you with the service you have requested. When we order services or products from you, we collect and store personal information in order to contact you about your order and to make sure we carry out our contract with you. When you pay by debit or credit card we have to collect and use your card details to complete the
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	transaction.
<p>Legitimate Interest (when using your personal information benefits InspireAll, you or someone else):</p>	<ul style="list-style-type: none"> • If you are interested in receiving information about a production or making a reservation we will collect your personal information so we can contact you about it. • If you book a ticket or an event or if you hire our facilities, we will contact you about any operational issues that might affect your use of our services (service messages). • If you have nominated a member of staff for an award we might contact you about it. • When we take photos or film events to promote our services we might collect your personal information and share it with our designers and selected promoters. • We might contact you with a customer survey to collect your views about the service you have received or the productions you have watched. • If you want to film or photograph on InspireAll premises you have to be approved and InspireAll will keep a record of applications • When we capture your image on CCTV for prevention and detection of crime, safeguarding staff and visitors and ensuring compliance with health and safety procedures. • We also collect personal information to ensure your health and safety when using our facilities and to get in contact with your emergency contact if needed. If NHS Test and Trace contact us, we will share your contact details with them. • We sometimes have to collect information about your ethnicity and other sensitive information in order to provide reports to our local authority or commissioning group. This information is used only for statistical purposes and is always kept secure. You cannot be identified in these reports. If you do not want your

	<p>personal information to be included, please contact dpo@inspireall.com</p>
<p>Consent (you have given your permission for InspireAll to do this)</p>	<ul style="list-style-type: none"> • We collect information when you complete customer surveys, provide feedback, and take part in competitions. • If you agree to sponsor someone, we may contact you using the details you have given us about your sponsorship.
<p>Legal Obligation (something the law tells us we have to do)</p>	<ul style="list-style-type: none"> • We have to pass on your information if we think you or your family, or someone working with you could come to harm. We will do this in line with our Safeguarding policy. • We have to have named licensed chaperones for any children under 16 performing for money. • We have to have BOPA licenses authorised by a named local authority officer • If you have an accident when using our facilities, we have to record your details and the details of the accident to comply with health and safety law. • If you make a request under the DPA 2018 or UK GDPR 2018 we will use your personal information in order to comply with the law. • We have to provide your personal information if we get a legal request for it –for example from HMRC for tax purposes or NHS Test and Trace.

3.7. Automated decision making and profiling

3.7.1. Automated decision making and profiling is a decision made automatically without any human involvement. InspireAll will only use this when it has to enter into or carry out, a contract with someone. Or when the law allows it.

4. How we store your personal information

- 4.1. Your information is securely stored on network drives that are regularly backed up, or in paper files that are kept in secure storage with restricted access.
- 4.2. Your personal information will only be kept for as long as it is needed. Once your personal information is no longer needed or we don't have a legal reason to keep it any more it will be securely disposed of.

5. Sending your personal information outside the UK

- 5.1. We may have to send your information to countries outside the UK. If we do so we will make sure it has the same level of protection that it would have in the UK.

6. Cookies

- 6.1. The InspireAll website uses cookies to gather information about you. Cookies are pieces of information placed on your computer to allow websites to recognise you when you visit. They collect information about what you do when you visit but do not identify you as an individual.
- 6.2. We use this information to learn about which parts of the website work best and what could be improved. For further information about cookies, visit www.aboutcookies.org or www.allaboutcookies.org.
- 6.3. You can set your browser not to accept cookies and the websites above tell you how to remove cookies from your browser. However, in a few cases, some of our website features may not work as a result.

7. Other websites

- 7.1. Our website contains links to other websites. This privacy policy only applies to the InspireAll website.
- 7.2. Please read each company's policy when using their website. We cannot be held responsible for the privacy policies and practices of third-party websites.

8. Changes of business ownership and control

- 8.1. InspireAll may, from time to time, expand or reduce the business. If this happens part, or all of InspireAll, may be sold or transferred to another owner or data processor/controller.
- 8.2. If we have to, we will transfer your personal information to the new owner or data processor/controller.

8.3. They will be able to use your information for the same reasons as you originally gave it to us.

8.4. We may also share your information with a prospective buyer.

8.5. We will always take steps to make sure your privacy is protected.

9. Your data protection rights

9.1. You have rights over your information, including the right to have:

9.1.1. **Accurate information used** –We will always try to make sure the information we hold about you is accurate. If you believe the information we hold about you is out of date or wrong please contact our Data Protection Officer dpo@inspireall.com

9.1.2. **Access to your information** - You have the right to ask us for copies of your personal information (also called a **subject access request**).

9.1.3. **Your information removed** - You have the right to ask us to erase your personal information in certain circumstances.

9.1.4. **The use of your information restricted** - You have the right to ask us to stop using your personal information for a set length of time in certain circumstances.

9.1.5. **Your information not used for certain reasons** - You have the right to stop us using your personal information in certain circumstances.

9.1.6. **Your information transferred** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

9.2. For more information about your rights please visit <https://ico.org.uk/your-data-matters/>

9.3. You do not have to pay for any of these rights. If you make a request, we have one month to respond to you.

9.4. Please speak to a member of staff or contact us if you wish to make a request:

You can call our Data Protection Officer on:

07785 462 593

Or email:

dpo@inspireall.com

Or write to:

Data Protection Officer
InspireAll Leisure and Family Support Services
The Venue Leisure Centre
Elstree Way
Borehamwood WD6 1JY

10. How to Complain

10.1. If you have a concern or complaint about how we handle your information, contact us.

10.2. You have a right to complain to the Information Commissioner if we can't sort out your complaint.

10.3. The Information Commissioner's Office contact details:

Report a concern online at <https://ico.org.uk/make-a-complaint/>

Call 0303 123 1113

Or write to:

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

Procedure Update: This procedure is discussed and updated every year or as and when necessary.

Internal Forms –

Theatre Privacy Policy Summary
Privacy for Young People

Sources of Information

- Information Commissioner's Office
- UK General Data Protection Regulation 2018

- Data Protection Act 2018

Review of Updates

Issue	Description of Revision	Issued	Actioned
1	Original issue of policy	Nov 22	BS
2	Review of Policy	Jan 23	BS
2	Added that we use legal basis of legitimate interests to contact members/hirers about any operational issues (service messages) and to contact recent ex members about discounted membership offers on page 9	Jan 23	BS
2	Added that we have a legal obligation to record people's details if they have an accident to comply with health and safety law on page 10	Jan 23	BS
2	Added that part or all of SLL may be transferred to another data processor/data controller and if that happens people's personal data will be transferred to them on page 11	Jan 23	BS