



Privacy Policy 2018

Leicester Print Workshop Studios and Resource (Company Number 02836855 / Registered Charity Number 1025337) collects information about our members and individuals who engage with the organisation through attending events, exhibitions, courses and opportunities. This information is only used by Leicester Print Workshop and helps with the administration, implementation and planning of the programme and charitable activities. Leicester Print Workshop is aware of the importance of handling this data securely and have systems in place to ensure this happens.

Collection of Information by LPW

Leicester Print Workshop collects information when individuals book onto a course; request to be added to a waiting list; become a member of the workshop; provide feedback after a course or event; when an individual makes an enquiry about our services; or signs up to our mailing list.

This information is collected in person or online using: our Audience Finder Questionnaire; Shopify booking system; and our website. This data is inputted into the Audience Finder Dashboard; “developed and managed by [The Audience Agency](#) for and with the cultural sector, and is funded by the National Lottery through Arts Council England. Audience Finder provides tools for collecting and analysing data in a standardised way which builds a clear picture of audiences locally and nationally.” ([Audience Finder](#))

What information is collected by LPW?

Leicester Print Workshop may collect ‘personal data’ – information about an individual who can be identified by it. This information may include your:

- Name
- Address and postcode
- Email address
- Home telephone number / mobile number
- Relationship to the workshop, e.g. member, volunteer, course participant, contractor, supplier
- Preferences, where they relate to the services we offer i.e. preferred printmaking style
- Date of birth, to ensure appropriate safeguarding where people are under 18
- Access requirements or health conditions that might affect how we deliver our services to you
- Emergency contact details

How this information is used by LPW?

We may use this information:

- To process your membership or booking for a course.

- To provide you with information about Leicester Print Workshop courses, exhibitions, events, opportunities and any changes being made to the organisation or website, through regular newsletters, emails and/or post, as per your preferences.
- To respond to any queries about LPW services or waiting list requests.
- To ask for further feedback on a course, event or service you may have taken part in. This helps with our evaluation and funding reports, and to review the services we provide.

Leicester Print Workshop will only communicate information that you have requested to receive, which may include courses, exhibitions, events and opportunities. This also includes notifying you of special offers or fundraising activity but only if you have opted into this communication list.

You can stop receiving these communications at any time by unsubscribing or contacting us via telephone or in writing (please see the 'How can you opt out?' section below).

What procedures in place to safeguard this information?

Leicester Print Workshop safeguards this information by using secure passwords on all PCs on which information is held; keeping PC and paper records locked away, controlling access to the information, holding backup files should data be lost due to flood or fire etc.; making staff aware of their responsibilities.

We follow procedures in the storage and disclosure of the information given to us, to prevent unauthorised access, misuse, alteration or loss of information under our control.

Who has access to this information?

Access is limited only to Leicester Print Workshop staff and are only accessed when they need your details to provide the service required by you. We will not sell or rent your information to third parties, this includes not sharing your information with third parties for marketing purposes.

Information is collected by our third-party service providers for the purposes of completing tasks and providing services to you on our behalf. For example, Shopify processes our course payments, Mail Chimp manages our mailing lists and is used to send our e-newsletters. However, when using third party service providers, we disclose only the personal information that is necessary to deliver the service, they keep this information secure, in line with our privacy policy and do not use it for their own direct marketing purposes.

When using our secure online booking system, your purchase is processed by Shopify, a third party service provider. They specialise in the secure online capture and processing of credit/debit card transactions and Leicester Print Workshop does not see your card details at any stage.

Whilst we take appropriate measures, both technical and organisational, to safeguard your personal data you provide us, we cannot guarantee that transmissions over the internet are completely secure, therefore, the transfer of personal data via the internet is at your own risk.

Information being transferred outside of Europe

The information which you provide to us may be transferred to countries outside the European Union. For example, we use Mail Chimp (based in USA) as a platform for emailing contacts. Please find their privacy policy her <http://mailchimp.com/legal/privacy/>. These countries may not have similar data protection law to the UK. By submitting your personal data, you're agreeing to this transfer, storing and processing.

How we keep this information on file?

Leicester Print Workshop will hold your personal information on our systems for as long as is necessary to fulfil the purpose for which it was obtained. Due to the change in data law, from May 2018 we will regularly ask you to confirm you wish to stay on our mailing lists, we plan this to take place a minimum of every three years after you first opted in. You can opt out at any time – see below.

Should you wish to unsubscribe from our mailing list or no longer be a member of the workshop, we may still hold your personal data on our database to the extent permitted by law.

How can you opt out?

You can choose whether or not you wish to receive information from us, we will not make contact with you unless you have opted in. If you no longer want to receive direct communications from us, then you can change your preferences or completely unsubscribe in one of two ways:

- Click the 'unsubscribe' or 'change preferences' link at the bottom of emails sent to you
- Email info@leicesterprintworkshop.com or call 0116 251 4174 and we will process your request within 7 days.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. If you have not consented to receive newsletters, we may still contact you in relation to your membership or course booking, where that is necessary to fulfil that service to you. We will respond to your request to modify or delete information within 28 days.

Your rights

Under Article 17 of the GDPR individuals have 'the right to be forgotten', meaning they have the right to have personal data erased. You are legally entitled to access, modify, correct, revoke your consent and delete any data we hold relating to you and that you have the legal right to forbid this data being presented to any third parties.

You have the right to ask for a copy of the information Leicester Print Workshop holds about you at any time. Please use the contact details below if you would like to receive a copy. Please note identification must be presented to verify your identity, before the information is provided by LPW.

The accuracy of your information is also important to us. If you change your email address, or any other information we hold is inaccurate or out of date, please email us at: info@leicesterprintworkshop.com or you can telephone 0116 251 4174.

Links to other websites

This privacy policy applies solely to information and data collected by Leicester Print Workshop. Our website may contain links to other websites run by other organisations over which we have no control, so we encourage you to read the privacy statements on the other websites you visit. We are not responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you were referred to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party and recommend that you check the policy of that third-party site.

Those aged 17 or under

We are concerned to protect the privacy of children aged 17 or under. If you are aged 17 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Acceptance

By using our website, you're agreeing to the terms and conditions of this policy.

This policy will be reviewed regularly and updated as necessary to reflect best practice in data management, security and control and to ensure compliance with any changes or amendments made to the Data Protection Act.

Contact Us

If you have any questions about this Privacy Policy or any other aspect of Leicester Print Workshop, please contact:

Katharine Brown

Data Protection Officer/Admin and Communications Officer

Leicester Print Workshop

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Updated 1 May 2018