

# PRIVACY NOTICE

## AHSW Website Membership Signup

Updated April 2018



### Who we are

Arts and Health South West (AHSW) is a registered charity based in the UK. We are a free membership organisation, funded by Arts Council England. (Registered Charity number 1115339, company limited by guarantee number 5420987.)

### What we do

As a membership organisation, when you sign up with us you register your details so that we can send you information through our email newsletter or “e-bulletin” once a month, and through occasional “newsflash” emails.

These emails contain news and updates about arts and health work in the South West, across the UK and internationally, including information about the arts and health conferences that we run each year and fundraising campaigns we occasionally run to support arts and health work.

We occasionally also use these emails to send surveys, approximately 1-2 times per year, to help us understand our members’ interests and obtain feedback, and an optional and anonymous Equality and Diversity survey every 3 years.

We also occasionally need to contact you by email if there is information we need to tell you about your account.

### What data we collect about you

When you sign up as a member of Arts and Health South West, you register these details with us:

- Email address
- First name
- Last name
- Job title
- Organisation
- Address (Can be your organisation’s address)
- Occupation
- Main area of interest

## **Where we keep your data**

We store your sign-up information in a database that secured with two-factor authentication.

Only AHSW staff have access to this database.

## **What we do with your data**

We use your data to:

- Send out our monthly “e-bulletin”, and occasional “newsflash” emails
- Analyse who our membership are, so that we can put these anonymised statistics into our funding bids and reports for our trustees and our funders.
- Contact you if there is important information we need to tell you about your account.

## **Who your data will be shared with**

Your details will never be shared with any third parties, and only AHSW Staff have access to your data.

## **How long we keep your data**

We will keep the data you register with us, for 10 years, unless before then:

- You request for your data records to be completely removed from our database
- The organisation closes down

## **What to do if you no longer want to receive emails from us**

If you no longer want to receive our e-bulletin and newsflash emails, you can click the ‘unsubscribe’ button at the bottom of these emails. When you do this, we will still hold a record of your data on our Membership database, but you will no longer receive newsletter and newsflash mailings. We may still contact you if there is important information we need to tell you about your account or membership.

## **What to do if you want us to remove your data completely**

If you want your data to be completely removed from our membership database, please email AHSW General Manager Hannah Mumby on [info@ahsw.org.uk](mailto:info@ahsw.org.uk) or call 01392 793 877. Hannah will then make sure that all your records in our membership system are deleted within 30 days. When this happens we will need to retain a ‘skeleton record’ which just states your name and “data removed by request” so that we know this operation has been completed.

**If you have any questions, please contact AHSW General Manager Hannah Mumby at [info@ahsw.org.uk](mailto:info@ahsw.org.uk) or call 01392 793 877 (this number is manned 3 days per week)**