**ROE VALLEY ARTS AND CULTURAL CENTRE - PRIVACY POLICY**

**OUR CONTACT DETAILS:**

Name: Roe Valley Arts and Cultural Centre

Address: 24 Main Street, Limavady, BT49 0FJ

Phone Number: 028-7776-0650

E-mail: information@rvacc.co.uk

**THE TYPE OF PERSONAL INFORMATION WE COLLECT:**

We currently collect and process the following information:

* Name
* Address
* Postcode
* Phone number
* Email
* Date of birth
* Date of your visit
* Time of your visit
* Artforms of interest to you
* Previous events attended by you (or someone you are responsible for)
* Previous events delivered by you (for room hires)
* Section 75 monitoring information

**HOW WE GET THE PERSONAL INFORMATION AND WHY WE HAVE IT:**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

* You (or someone you are responsible for) have attended an event at Roe Valley Arts and CulturalCentre.
* You have registered to join our mailing list.
* To implement the Safeguarding Policy of Causeway Coast & Glens Borough Council, we request information relating to health.
* For Section 75 monitoring.
* We collect data to carry out audience research, which helps us to understand demographics and trends and indicates how well we are meeting our strategic aims. This information is anonymised when it is utilised in reports.
* We retain your details for no more than 21 days for the purposes of the Track & Trace scheme.

We may share this information with PHA, other departments within Causeway Coast & Glens Borough Council or other authorities in the event of reporting a Safeguarding issue.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

1. **Your consent. You are able to remove your consent at any time. You can do this by contacting: information@rvacc.co.uk**
2. **We have a contractual obligation.**
3. **We have a legal obligation.**
4. **We have a vital interest.**
5. **We need it to perform a public task.**
6. **We have a legitimate interest.**

**HOW WE STORE YOUR PERSONAL INFORMATION:**

Your information is securely stored on databases which are managed by trained staff who have been Access NI Disclosure checked.

We keep Track & Trace details for 21 days. We will then dispose your information by deleting data once it has been on our system for over 21 days.

**YOUR DATA PROTECTION RIGHTS:**

Under data protection law, you have rights including:

* **Your right of access** - You have the right to ask us for copies of your personal information.
* **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
* **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
* **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
* **Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.
* **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

**Please contact us at:**

**Roe Valley Arts & Cultural Centre**

**24 Main Street**

**Limavady**

**BT49 0FJ**

T: 028-7776-0650

E: information@rvacc.co.uk

**HOW TO COMPLAIN:**

If you have any concerns about our use of your personal information, you can make a complaint to us at:

Roe Valley Arts & Cultural Centre, 24 Main Street, Limavady, BT49 0FJ

T: 028-7776-0650, E: information@rvacc.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data. The ICO’s address:

Information Commissioner’s Office

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Helpline number: 0303 123 1113. ICO website: <https://www.ico.org.uk>