



Sparkhouse Creatives CIC Privacy Policy

Version: 1.0

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1. Introduction

Sparkhouse Creatives CIC is committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains how we collect, use, store and protect personal information when you engage with our services, including **Cotswold Youth Theatre, Sparkhouse Ensemble, workshops, events, camps, festivals, school projects, volunteering, employment and bursary applications.**

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable data protection legislation.

2. Who We Are

Sparkhouse Creatives CIC operates a range of creative arts programmes for children, young people and the wider community, including Cotswold Youth Theatre.

If you have any questions about this policy or how we use your information, please contact:

Sparkhouse Creatives CIC

Email: sparkhousecreatives@gmail.com

Website: <https://www.cotswoldyouththeatre.co.uk/sparkhousecreatives>

3. Information We Collect

Depending on the service you use, we may collect:

Personal information

- Name
- Address
- Email address
- Telephone number
- Date of birth or age
- Emergency contact details

Information about children and young people

- Parent or carer details
- Medical information relevant to participation
- Allergies or access requirements
- SEND or additional support needs where provided
- Attendance records
- Class or event bookings

Financial information

- Payment information
- Direct Debit or subscription details
- Bursary applications
- Household income bands
- Supporting financial evidence where applicable

Recruitment information

For staff, freelancers and volunteers we may collect:

- Employment history
- Qualifications
- References
- DBS information where required
- Right to work documentation

Website information

When you visit our website we may collect:

- IP address
- Browser type
- Device information
- Cookies
- Website usage statistics

4. How We Use Your Information

We use your information to:

- Deliver classes, workshops, events and activities.
- Process bookings and payments.
- Manage monthly subscriptions.

- Administer bursary applications.
- Communicate important information about our activities.
- Respond to enquiries.
- Ensure the safety and wellbeing of participants.
- Meet safeguarding responsibilities.
- Recruit staff and volunteers.
- Monitor participation and evaluate our projects.
- Produce anonymous reports for funders.
- Improve our services and website.

We will never sell your personal information.

5. Our Lawful Basis for Processing

We process personal information using one or more of the following lawful bases:

- Contract
- Consent
- Legal obligation
- Legitimate interests
- Vital interests where necessary to protect someone from harm

Where we process special category information, such as medical or disability information, we will do so only where permitted by law and where necessary to support participation or fulfil safeguarding responsibilities.

6. Bursary Applications

When you apply for a bursary, we collect financial information solely to assess eligibility.

Supporting documents are only viewed by authorised members of the Sparkhouse Creatives management team and are kept confidential.

Bursary information is never shared with other applicants or the public.

Where monitoring information is required by funders, it will normally be anonymised unless disclosure is required by law or you have provided consent.

7. Sharing Your Information

We only share information where necessary.

This may include:

- Staff and authorised volunteers.
- Activity leaders and freelance practitioners delivering our programmes.
- Payment providers.
- IT and website providers.
- Professional advisers.
- Emergency services where required.
- Local authorities or safeguarding agencies where we have a legal duty.

We do not sell or trade personal information.

8. Photography and Filming

Photographs and video recordings may be taken during our activities for promotional, educational and funding purposes.

Where consent is required, we will always seek it before using images of children or adults.

You may withdraw your consent at any time by contacting us.

9. Marketing

We will only send marketing communications where you have agreed to receive them or where we are legally permitted to do so.

You can unsubscribe from marketing emails at any time.

10. How Long We Keep Information

We only keep personal information for as long as necessary.

Typical retention periods include:

- Participant records – up to 7 years after leaving.
- Financial records – 6 years.
- Bursary applications – up to 2 years after a decision has been made.
- Recruitment records – up to 12 months for unsuccessful applicants.
- Safeguarding records – retained in accordance with safeguarding guidance and legal requirements.

Records are securely destroyed when no longer required.

11. Keeping Your Information Safe

We take appropriate technical and organisational measures to protect personal information from loss, misuse or unauthorised access.

Only authorised individuals have access to personal data required for their role.

12. Your Rights

Under UK data protection law you have the right to:

- Access your personal information.
- Correct inaccurate information.
- Request deletion where appropriate.
- Restrict processing.
- Object to certain processing.
- Request transfer of your information where applicable.
- Withdraw consent where consent is the lawful basis.

To exercise any of these rights, please contact us using the details above.

13. Complaints

If you have concerns about how we use your information, please contact us first so we can try to resolve the issue.

If you remain unhappy, you have the right to complain to the Information Commissioner's Office (ICO).

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

Telephone: 0303 123 1113

Website: www.ico.org.uk

14. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in legislation or our services.

The latest version will always be available on our website.

