

RADIATEARTS

# Privacy Notice

This Privacy Notice tells you what Radiate Arts CIC will do with your personal information.

## 1. Contact details

You can contact us via:

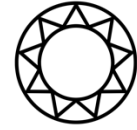
- post at 10 Nicholas Street, Chester, Cheshire CH1 2NX;
- telephone at 01244 267806; or
- email at [office@radiatearts.co.uk](mailto:office@radiatearts.co.uk)

## 2. What information we collect, use, and why

### 2.1 General information

We may collect or use the following information about you in order to provide you with access to our services:

- names and contact details;
- gender;
- pronoun preferences;
- address(es);
- date of birth;
- emergency contact details;
- next of kin details;
- photographs or video recordings;
- service use history;
- health information (i.e. medical conditions and medical history);
- dietary information;
- care needs information (i.e. disabilities and general care provisions);
- information about work, home and living conditions;
- information about support requirements;
- information about lifestyle, interests or personal history;
- criminal offence data;
- records of meetings and decisions;
- website user information (i.e. cookie tracking); and
- information relating to compliments or complaints.



## **2.2 Special category data**

We may collect or use the following sensitive information about you in order to provide you with access to our services:

- racial or ethnic origin;
- religious or philosophical beliefs;
- health information; and
- sexual orientation information.

## **2.3 Criminal information**

Where necessary, we may collect or use the following information in order to support the prevention, detection, investigation or prosecution of crime:

- names and contact details; and
- client accounts and records.

## **2.4 Marketing information**

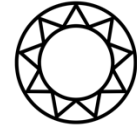
We may collect or use the following information about you in order to provide you with service updates or marketing materials:

- names and contact details;
- address(es);
- marketing preferences including records of consent;
- recorded images, such as photos or videos;
- IP addresses; and
- website user journey information.

## **2.5 Research or archiving information**

We may collect or use the following information about you for research or archiving purposes:

- names and contact details;
- address(es);
- racial or ethnic origin;
- religious or philosophical beliefs;
- health information; and
- sexual orientation information.



## 2.6 Queries, complaints or claims

We may collect or use the following information about you in order to effectively manage queries, complaints or claims:

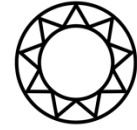
- names and contact details;
- address(es);
- service history;
- client accounts and records; and
- information relating to health and safety (including incident investigation reports and accident book records).

## 3. Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK General Data Protection Regulation (“UK GDPR”). You can find out more about lawful bases on the website of the Information Commissioner's Office (ICO).

Which lawful basis we rely on may affect your rights which are summarised below. You can find out more about these rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. You can read more at [www.ico.org.uk/right-of-access](http://www.ico.org.uk/right-of-access)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. You can read more at [www.ico.org.uk/for-the-public/your-right-to-get-your-data-corrected/](http://www.ico.org.uk/for-the-public/your-right-to-get-your-data-corrected/)
- **Your right to erasure** - You have the right to ask us to delete your personal information. You can read more at [www.ico.org.uk/for-the-public/your-right-to-get-your-data-deleted/](http://www.ico.org.uk/for-the-public/your-right-to-get-your-data-deleted/)



- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. You can read more at [www.ico.org.uk/for-the-public/your-right-to-limit-how-organisations-use-your-data/](https://www.ico.org.uk/for-the-public/your-right-to-limit-how-organisations-use-your-data/)
- **Your right to object to processing** - You have the right to object to the processing of your data. You can read more at [www.ico.org.uk/for-the-public/the-right-to-object-to-the-use-of-your-data/](https://www.ico.org.uk/for-the-public/the-right-to-object-to-the-use-of-your-data/)
- **Your right to data portability** - You have the right to ask that we transfer the data you gave us to another organisation, or to you. You can read more at [www.ico.org.uk/for-the-public/your-right-to-data-portability/](https://www.ico.org.uk/for-the-public/your-right-to-data-portability/)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. You can read more at [www.ico.org.uk/for-the-public/does-an-organisation-need-my-consent/#consent](https://www.ico.org.uk/for-the-public/does-an-organisation-need-my-consent/#consent)

If you make a request, we must respond to you without undue delay and in any event within one month.

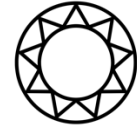
To make a request, please contact us using the contact details at the top of this Privacy Notice.

## 4. Our lawful bases for the collection and use of your data

### 4.1 To provide services and support

Our lawful bases for collecting or using personal information about you in order to provide you with access to our services are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Contract** - we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.



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- **Legal obligation** - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- **Legitimate interests** - we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. As such, our legitimate interests are for clinical supervision to ensure that clients benefit from safe and effective practice, and in these circumstances, clients are assured that only the minimum amount of personal data is disclosed.

#### **4.2 To help prevent, detect, investigate or prosecute crime**

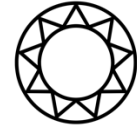
Our lawful bases for collecting or using personal information for the prevention, detection, investigation or prosecution of crimes are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Legal obligation** - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

#### **4.3 To provide marketing information**

Our lawful basis for collecting or using personal information for service updates or marketing purposes is:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.



#### **4.4 To undertake research or archiving**

Our lawful basis for collecting or using personal information for research or archiving purposes is:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

#### **4.5 To manage queries, complaints or claims**

Our lawful basis for collecting or using personal information for dealing with queries, complaints or claims is:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

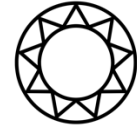
### **5. Where we get personal information from**

We collect personal information from:

- clients directly;
- family members or carers;
- health and care providers;
- social services; and
- other charities or voluntary sector organisations.

### **6. How long we keep information**

In line with national requirements, we retain client records for 10 years after we last provided them with services and support.



## 7. Who we share information with

7.1 We have a joint controller relationship with the NHS, social care and third sector partners in order to provide our clients with bespoke arts therapy services and support.

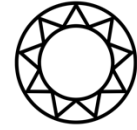
7.2 Information may be shared with the following organisations:

- Eventbrite, who provide events management support. Data may be shared globally, in which case, the transfer complies with UK data protection law by means of addendum to the EU Standard Contractual Clauses;
- Wix, who host our website. Data may be shared globally, in which case, the transfer relies upon addendum to the EU Standard Contractual Clauses;
- Krystal Hosting, who host our email services. Data may be shared globally, in which case, the transfer relies upon addendum to the EU Standard Contractual Clauses;
- Airtable, who support our Customer Relationship Management system. Data may be shared globally, in which case, the transfer relies upon addendum to the EU Standard Contractual Clauses.

7.3 We also share personal information with:

- other health providers (e.g. GPs and consultants);
- insurance companies, brokers and other intermediaries;
- other charities and voluntary organisations;
- emergency services, and legal bodies or authorities, in respect of safeguarding issues;
- organisations with whom we're legally obliged to share personal data; and
- clinical supervisors.

For further information, or to obtain a copy of the appropriate safeguard for any of the transfers above, please contact us using the contact information at the top of this Privacy Notice.



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## **8. How to complain**

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this Privacy Notice. If you remain unhappy with how we've used your personal data after raising a complaint with us, you can also complain to the ICO.

The ICO's address is:

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

Helpline number: 0303 123 1113

Website: [www.ico.org.uk/make-a-complaint](https://www.ico.org.uk/make-a-complaint)

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