



## Privacy Policy

25th May 2018

The Circus House is committed to respecting your privacy. We collect only the information we need to keep you safe, meet requirements from our insurers, and report to funding organisations about our impact and the impact of any funding we are given.

We use a small number of digital services to help us provide our services to you. This includes our website and our online booking system. All the organisations we use have also declared GDPR compliance.

You have the right to ask us to update or remove the information we hold about you.

We have appointed a Data Protection Officer, so if you have questions about the data we hold or how we process it, or would like us to remove data, please send an email and include a contact number if you would prefer to be contacted by phone.

Data Protection Officer: Neil Jacob  
Contact: [neil@thecircushouse.co.uk](mailto:neil@thecircushouse.co.uk)

## **What we collect, what we do with it, and why we have it**

We will review our policy periodically, and when we update our policy we will inform you.

### **Customer Database**

We keep a password-protected customer database. This holds the information you provide when you first use our venue. It allows our staff to check for injuries and retrieve emergency contact information should you suffer an injury at our venue.

Demographics about who uses our space is shared with funding organisations. We do not share your contact information or addresses.

We will only share more specific information about you with your express permission. If you take part in one of our community shows, for example, we may take your measurements and share those in order to provide you with a costume.

### **Website**

Our website keeps information about how many unique visitors each page receives. It also shows us the software used to view the website. This enables us to make sure our content works on the devices you use. We do not collect personal information or track you, and we use a secure independent payment processor so that we never receive or store your financial information.

### **Class Registers**

We keep class registers to report back to funders about the courses they are supporting, and to monitor attendance and inform decisions about future courses.

### **Booking Forms**

When you hire our performers or teachers we take your contact information to enable us to send invoices and recover payments. We request information about the physical and mental state of participants in order to allocate appropriate teachers and deliver safe sessions. We do not share information about your participants. Invoices are shared with our accountant.

## **Online Booking System**

The online booking system maintains its own database that sends you booking receipts, and enables you to manage your bookings. We do not share this information and the records about who attended each class is cleared out yearly. We only retain the figures received for classes and workshops. Your payment information is processed securely and is not retrieved or stored by us.

## **Photos and Media**

We have videos and photos from in-house and external photographers and spectators. We will only take pictures and videos if you provided written consent when you registered, and we are happy to remove you from our media library if you change your mind or think we made a mistake. We use these photos and videos for marketing materials to show people what we do so they can better understand what we can do for them.

## **Accident Report Forms**

We keep accident report forms so that we can monitor safety and take necessary steps to prevent incidents being repeated. We keep these forms to meet requirements from our insurers but do not share them unless required to do so by law.

## **Staff**

We store information about our staff to meet tax requirements, and so some of this information is shared with our accountant. We also collect information directly from you to ensure our safe and services are safe. We monitor who has current DBS, First Aid, Child Safeguarding certificates. We do not store details of DBS disclosures and only share DBS numbers when required to in order to satisfy organisations we are safe to work with. We remove these records when our staff no longer work with us.

## **Emails**

If you contact us by email we will store these emails until your query is resolved. Your emails are not shared outside of The Circus House without your express consent, and we clear out our emails periodically in order to remove information we no longer need. Emails are only accessible from devices that require verification by password, fingerprint or facial recognition.