

National Centre for Creative Health (NNCH)

Privacy Notice

Updated 25th March 2021



WHO WE ARE

The National Centre for Creative Health is a registered Charitable Incorporated Organisation (CIO) based in the UK. Registered Charity number 1190515.

NCCH aims to advance good practice and research, inform policy and promote collaboration, helping foster the conditions for creative health to be integral to health and social care and wider systems.

We send out information to those interested in the work of NCCH through our occasional E-bulletin mailings to our Subscribed Mailing List, or through individual emails.

These emails contain news and updates about arts and health work nationally and internationally, including information about the arts and health events, programmes, and campaigns that we run each year.

We occasionally also use these emails to send surveys, approximately 1-2 times per year, to help us understand our Mailing List Subscriber's interests and obtain feedback.

OUR CONTACT DETAILS

Name: National Centre for Creative Health, C/O Alex Coulter, NCCH Director

Address: PO Box 948, Oxford OX1 9TY

Phone Number: 07973 345967

E-mail: info@ncch.org.uk

Website: www.ncch.org.uk

THE TYPE OF PERSONAL INFORMATION WE COLLECT

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Employee, Associated Personnel and Trustee data (for example, name and contact details, correspondence address, and HR Data)

Personal identifiers, contacts and characteristics information is collected when;

You sign up as a Subscriber to our Mailing List, where you register these defined personal data details with us (contact/sector identification data):

- Email Address
- First Name
- Last Name
- Job Title/Occupation
- Organisation
- Interest in NCCH's Work

OR

You contact us individually through our website contact form, via email, or via a donation to NCCH, and have expressed interest in the work of NCCH, these defined personal data details will be registered as (contact/sector identification data):

- Email Address
- First Name
- Last Name
- Job Title/Occupation
- Organisation
- Donation amount (if applicable)

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 signed up to our Subscribed Mailing List
- You contacted us individually through our website contact form, or through an email
- You're a donor/Funder to NCCH

We have also received personal information indirectly, from the following source in the following scenario:

All those who were involved in the All-Party Parliamentary Group on Arts, Health and Wellbeing (APPG) two-year inquiry 2015-17 and the dissemination of the APPG 2017 Report Creative Health: The arts for health and wellbeing, have been added to our database. We are storing this personal information and data due to expressed interest in the National Centre for Creative Health. This personal data is only stored within the database and is not transferred to the NCCH's Subscribed Mailing List.

We use the information that you have given us in order to;

- Send out occasional E-bulletin mailings to our Subscribed Mailing List
- Contact you individually if you have expressed an interest in a certain area of NCCH work
- Analyse who our Subscribed Mailing List are, so that we can put these anonymised statistics into our funding bids and reports for our trustees and our funders
- Contact you individually if there is information we need to tell you about NCCH work, including information about arts and health events, programmes, and campaigns that we run each year
- Updates to donors and funders

We do not share this information with any third parties. Only NCCH Staff have access to our database and mailing list, in line with our Data Protection policy, which guides staff on how to process data. If you have any queries about this, please contact us.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information is: **We have a legitimate interest.**

HOW WE STORE YOUR PERSONAL INFORMATION

Your information is securely stored in two ways;

1) We store your Subscribed Mailing List sign-up information in Mailchimp (only for personal data collected in this way). Our Mailchimp account is protected with two-factor authentication. You can read Mailchimp's privacy policy here:

<https://mailchimp.com/legal/privacy/>

2) We store all our contacts' relevant contact/sector identification data in a password-protected Hubspot database. You can read Hubspot's privacy policy here:

<https://legal.hubspot.com/product-privacy-policy>

HOW LONG WE KEEP YOUR DATA

We will keep your data for 10 years from the date of a Subscribed Mailing List sign-up, 10 years for any donors, and 5 years for those who had contact us individually or through our website contact form.

UNLESS:

- The organisation closes down (in which case all personal data will be deleted and expunged from our storage)
- You specifically request that we remove and dispose of your data from our databases (in which case all personal data will be deleted and expunged from our storage)

If you have any questions about this, please contact Alex Coulter, Director of NCCH on info@ncch.org.uk

WHAT TO DO IF YOU NO LONGER WANT TO RECEIVE SUBSCRIBED EMAILS

On the bottom of our subscriber Mailchimp emails there is a link called 'update your preferences' – please follow this link if you would like to change the types of mailings you receive from us. You can also contact Alex Coulter on info@ncch.org.uk who can do this for you manually. There is another link in the bottom of the same emails called 'unsubscribe me from this list' – clicking this will take you entirely off the NCCH Subscribed Mailchimp Mailing List. Before clicking this, please consider contacting us first – if you click this link and we will have no trace of you on the Mailchimp Mailing List.

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 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.

WHAT TO DO IF YOU WANT US TO REMOVE YOUR DATA COMPLETELY

If you would like us to stop holding your data, and delete it permanently from our records, please contact Alex Coulter, Director of NCCH to request this, on info@ncch.org.uk (please put 'URGENT – Data Request' in the email subject). Your data will then be deleted within 30 days.

When we delete your data, we may need to keep a 'skeleton record' on our database, just with your name, and a flag which says "data permanently removed", to make sure we have recorded that this has been processed.

HOW TO RAISE A CONCERN

If you have any concerns about our use of your personal information, you can make a complaint to us by contacting Alex Coulter, Director of NCCH on info@ncch.org.uk or 07973 345967 if you wish to make a request.

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>