

National Centre for Creative Health (NNCH)

Privacy Notice

Updated 28th October 2025



WHO WE ARE

The National Centre for Creative Health (NCCH) 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-mailings to our Subscribed Mailing Lists, Eventbrite/Teams emails, or through individual emails. These emails contain news and updates about creative health work nationally and internationally, including information about the creative 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.

NCCH respects your privacy and is committed to protecting your personal data. This Privacy Notice explains how NCCH looks after and uses personal data, and tells you about your privacy rights and how the law protects you.

NCCH makes every effort to ensure the security of transmissions on our systems, however data transmission over the internet cannot be guaranteed to be totally secure. Data transmissions can be intercepted and if they contain confidential details they may become known to third parties. As a result, while NCCH strives to protect personal information, we cannot guarantee the security of any information transmitted to us. By submitting personal data, you agree that any information transmitted or received via e-mail or on the internet is undertaken at your own risk.

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 (including prospective employees), Associated Personnel and Trustee data (for example, name and contact details, correspondence address, and HR Data)
- Anonymous data on Equality, Diversity, and Inclusion via a voluntary monitoring form.
- Transcript data collated for research purposes (anonymized for evaluation and dissemination outputs)

Personal identifiers, contacts and characteristics information is collected when;

You sign up as a Subscriber to our Mailing Lists, or attend an online, or in-person, event 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

If registered via Eventbrite and/or Teams for a NCCH event, you may also register:

- Access needs

If registered for a Special Interest Group/Network Mailing List you may also register

- County/City/Country/Region/Area
- Sign up date

OR

You contact us individually through our website, 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 Lists
- You contacted us individually through our website contact, or through an email
- You're a donor/Funder to NCCH
- You signed up to an NCCH Event via Eventbrite or Teams
- You are a past, current, or potential future Employee/Associated Personnel/Trustee of NCCH.
- You have agreed to be part of an Evaluation Study or Research.

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

- Send out occasional E-bulletin mailings to our Subscribed Mailing Lists
- Send updates about Special Interest Group/Network activities, meetings, and news to Special Interest Group/Network Subscribed Mailing Lists
- 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
- Update Eventbrite and/or Teams attendees on NCCH events and NCCH Announcements
- To analyse internally for anonymised reporting i.e. statistics and to ensure we are meeting the aims and commitments set out in its Equality, Diversity and Inclusion Policy.
- Analyse for research purposes, if the data or transcripts has been directly agreed by the individual to be used for evaluation and dissemination outputs.

We do not share this information with any third parties. Only NCCH Staff and Associated Personnel have access to our databases and mailing list, in line with our Data Protection Policy, which guides Staff and Associated Personnel carrying out work on NCCH's behalf on how to process data. If you have any queries about this, please contact us.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information is: **Legitimate Interest**.

HOW WE STORE YOUR PERSONAL INFORMATION

Your information is securely stored in a number of 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) Special Interest Group/Networks member data is stored on E-circulation lists held on a Monday.com CRM password-protected account. You can read Monday.com privacy policy here <https://monday.com/privacy/privacy-policy/>

Special Interest Group wider subscribed Newsletter Lists signed-up information is still held in Brevo (formerly Sendinblue) only for personal data collected in this way. Our Brevo (formerly Sendinblue) account is password-protected. You can read Brevo (formerly Sendinblue) privacy policy here: <https://www.brevo.com/legal/privacypolicy/>.

3) We store Eventbrite and/or attendee sign-up information in Eventbrite or Teams (only for personal data collected in this way). Our Eventbrite and Teams accounts are password-protected. You can read Eventbrite privacy policy here:

<https://www.eventbrite.com/legal/terms/> and Teams privacy policy here:

<https://pulse.microsoft.com/en/work-productivity-en/na/fa2-our-commitment-to-privacy-and-security-in-microsoft-teams/>

4) We currently 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> **From November 2025** all our contacts' relevant contact/sector identification data will be transferred to a password-protected Monday.com CRM database. You can read Monday.com privacy policy here

<https://monday.com/privacy/privacy-policy/>

5) We store anonymous data on Equality, Diversity, and Inclusion on cloud storage via a password protected google drive. You can read Google privacy policy here

<https://policies.google.com/privacy>

6) We store Staff, Associated Personnel and Trustees details on google drive via an authenticated central log.

7) We store research transcripts and evaluation data on cloud storage via a password protected google drive. You can read Google privacy policy here

<https://policies.google.com/privacy>

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 contacted us individually or through

our website or as an Eventbrite/Teams event attendee. We will keep data of those involved in an Evaluation Study or Research for up to 5 years.

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 and Brevo (formerly Sendinblue) 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 Mailing Lists. Before clicking this, please consider contacting us first – if you click this link, we will have no trace of you on the Mailing Lists.

YOUR DATA PROTECTION RIGHTS

Under data protection law, you have rights including:

- **The right to be informed** - The right to be informed about the collection and use of your personal data.
- **The right of access** - The right to access and receive a copy of your personal data, and other supplementary information.
- **Right to rectification** - The right to have inaccurate personal data rectified, or completed if it is incomplete.
- **The right to erasure** - The right for your personal data to be erased in certain circumstances.
- **The right to restrict processing** - The right to request the restriction or suppression of your personal data in certain circumstances.
- **The right to data portability** – The right to data portability allowing you to obtain and reuse your personal data for your own purposes across different services (including the right to ask for the transfer of personal information you gave us to another organisation)
- **The right to object** – The right to object to the processing of your personal data in certain circumstances.

- **Rights in relation to automated decision making and profiling** –If there is automated individual decision-making; and profiling, you have the right to be informed about the processing including simple ways for you to request human intervention or challenge a decision.

You are not required to pay any charge for exercising your rights. However, we may refuse, or levy a reasonable fee, if the request is unfounded or excessive. If you make a request, we have one month to respond to you, however please note:

- if the complexity or number of requests requires, we may extend the response period by up to a further two months and inform you of such extension; or
- not action the information request and inform you of the reason for not taking action and of the possibility for lodging a complaint or seeking a judicial remedy.

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>