



DREAMARTS PRIVACY POLICY AND PROCEEDURE

DreamArts takes the privacy of all of its participants and supporters very seriously and is committed to respecting and protecting your personal information. We aim to be transparent about what information we hold about you, whichever way you are connected with us.

The purpose of this policy is to explain how DreamArts collects, uses and protects any personal information we collect about you.

We aspire to operate with openness, honesty, integrity and in compliance with the law. Whenever you provide us with personal information we will treat your information in accordance with the law and this privacy policy. In particular, we will:

- Collect information fairly
- Let you know how we will use it
- Keep information secure

We use your information strictly in accordance with all applicable data protection laws and you can be assured that any information provided will only be used in accordance with this privacy policy.

Any changes we make to this privacy policy will be posted on our website, so please check back from time to time.

1. Your data

“Your data” means any data about you from which you can be identified such as your name, address, telephone number, email address, medical conditions, or other data which you may disclose to us such as the school you attend or whether your family is in receipt of benefits.

For some of our services such as Express 1:1 arts therapy counselling we also collect information which may help to inform the support we can provide e.g. family set up, bereavements or losses, personal and emotional challenges etc. Clinical notes are also collected throughout treatment to aid and enhance the work.

When and where relevant, information may also be requested from other professionals e.g. teachers, social workers, GPs.

Data may include;

- personal details
- family detail
- lifestyle and social circumstances
- membership details
- goods and services
- financial details
- education and employment details

We also manage sensitive classes of information that may include:

- physical or mental health details
- racial or ethnic origin
- religious or other beliefs of a similar nature

2. Who is this data about?

We manage personal information about;

- members
- Staff, volunteers
- Trustees
- Enquirers
- Partner organisations
- Complainants

3. Why do we collect this data?

This information is collected for the following purposes;

- Registers e.g. name, emergency contact details.
- Monitoring; as a charity we rely on funding from Trusts and Foundations and in some instances local and central government who usually want to have a statistical breakdown of our participants e.g. by gender, age group, ethnicity. This information also helps our own internal monitoring to let us know if we're reaching participants who would benefit from our work the most – for example we aim to target young people living in the most severely deprived wards in Westminster therefore knowing a participant's ward of residency helps us to see how we're doing.
- To target our opportunities for those who would benefit; if we have a project taking place in say dance, we would send this information to participants who have expressed an interest in 'dance' on their membership form.
- To enhance the support we give; collecting sensitive information such as special educational needs details can aid and enhance the support our team is able to give.
- To enable us to deliver our charitable objects; including collecting information on partners and members of our team.

4. When do we collect your data?

We collect your information in a number of ways, which include:

- When you sign up to DreamArts via membership form and/or referral forms
- When we evaluate our projects via end of project reports, outcomes stars, project blogs, case studies
- When we take photos, audio/video recordings of sessions which serve as evidence of our members and staff participation and growth and provide support in obtaining further funding to maintain our programmes

- our email newsletter which sends you information about DreamArts, our related events and activities (including our fundraising activities), our campaigns, supporters and beneficiaries
- Processing a donation that you have made
- Processing volunteer registrations
- Conducting beneficiary research
- Processing a job application
- Responding to correspondence you have sent to us.

5. How we use your data

We may use your personal information for carefully considered and specific purposes aligned with our charitable objectives, to enable us to grow our reach and increase our impact on young lives using arts and therapy.

DreamArts charitable objects are as follows;

‘To advance in life and help children and young people in the London Borough of Westminster and other Great London Boroughs by providing support and creative activities which develop their skills, capacities and capabilities to enable them to participate in society as mature and responsible individuals’.

We consider it in the legitimate interests of yourself and DreamArts to contact you with relevant information and opportunities or to seek your views and opinions. You may opt out of these communications at any time by clicking unsubscribe on the email, emailing graham@dreamarts.org.uk or you can call 0203176 6766. Please bear in mind that if you opt out of these communications you may not receive information which will help you make the most of DreamArts.

6. Who we might share this information with and why

Sharing any information given is kept to an absolute minimum and we will never give your information to other organisations that you do not have direct relationships with e.g. third parties, to use for marketing, market research, promotions or such related purposes.

Circumstances where sharing might / will be necessary are as follows;

- Shared as part of a safeguarding or child protection concern – if information arises that causes concern about a child or young person’s safety or wellbeing (or the safety or wellbeing of someone they know) then there is a duty to share concerns to the appropriate body as a priority in accordance with child protection policies and legal obligations.
- Shared as a legal duty – this is in the unlikely event of the records being required by law e.g. a court order
- Shared on occasion within supervisions; all registered therapists are required by their regulatory body (in this case BACP) to engage in regular supervision with an experienced and qualified practitioner. This is to provide additional support, protecting both client and counsellor, as well as offering up additional input into the work from another highly experienced professional.

7. How do we protect your data?

We implement children services best practice efforts to safeguard the confidentiality of your data. All the data collected by us is stored in encrypted cloud services. All data we transfer is transferred via password protected files. However, please keep in mind that the internet and the World Wide Web are not secure mediums.

8. How long do we store information?

We keep information on young people until they are no longer eligible to participate in DreamArts services when they turn 26. Until this point we consider it in the legitimate interests of yourself and DreamArts to contact you with relevant information and opportunities or to seek your views and opinions. You may opt out of these communications at any time by clicking unsubscribe on the email, emailing graham@dreamarts.org.uk or you can call 0203 176 6766.

In the case of young people who access Express 1:1 arts therapy information will be retained for a number of years in case of complaint or any legal challenge. In the case of child clients, this starts when the child reaches 23, which is the age when they are legally recognised as an adult and can thus mount their own legal claim. A compacted form of their records will be kept for 5 years beyond that age to meet the time frame in which a legal case can be mounted.

9. How will we dispose of the information?

All information stored electronically will be deleted, and any hard-copies will be shredded.

10. Links to other websites

The DreamArts Website contains links to other websites, for example links to supporters and partners. We are only responsible for the privacy practices and security of this Site which we control. We are not responsible for the privacy policies, content or security of any linked websites. We recommend that you check the privacy and security policies of each and every website that you visit through our Site.

11. Unsubscribing and amending your data

You can unsubscribe from any opportunity alert emails or newsletters we send at the bottom of each email.

You are entitled by law to find out what data of yours we hold. You have the right to receive a copy of the data we hold about you.

You can also amend or remove information you give us by emailing graham@dreamarts.org.uk or calling 0203 176 6766.

12. What happens in the event of a data breach?

In the unlikely event of a data breach, we have a duty to inform you and the ICO within 72 hour of it occurring.

13. Children and Young People's Consent

Law makers consultations over the laws regarding the consent of children and young people is still ongoing at the moment but we will keep you informed of any further relevant changes that may affect you / your child.

DreamArts is registered with the Information Commissioner's Office (ICO) – Registration Number Z842087X www.ico.org.uk/register. Graham Whitlock DreamArts Chief Executive is the Data Controller.

14. Contact us

If you have any comments or questions about this privacy policy, the practices of our website, or your dealings with DreamArts, please contact graham@dreamarts.org.uk or call 0203 176 6766.

May 2018