

PRIVACY NOTICE

AHSW Website Membership Signup



Updated 8th February 2021

Who we are

Arts and Health South West (AHSW) is a registered charity based in the UK. We are a free membership organisation, funded by Arts Council England.

(Registered Charity number 1115339, company limited by guarantee number 5420987.)

We send out information to our members through our email newsletter or “ebulletin” once a month, and through occasional “Newsflash” emails.

These emails contain news and updates about arts and health work in the South West, UK and internationally, including information about the arts and health conferences 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 members’ interests and obtain feedback.

What data we collect about you

When you sign up as a member of Arts and Health South West, you register these details with us (contact/sector identification data):

- Email Address
- First Name
- Last Name
- Job Title
- Organisation
- Address (Can be your organisation’s address)
- Occupation (drop down list)
- Main areas of interest (multiple choice list)

Where we keep your data

We store your sign-up information in Mailchimp. Our Mailchimp account is protected with two-factor authentication. You can read Mailchimp’s privacy policy here: <https://mailchimp.com/legal/privacy/>

All the information submitted to Mailchimp also gets inputted into our CRM (Customer Relationship Management) database in Hubspot. This is a password-protected database that we use to keep track of all our contacts. It is accessible to all AHSW staff members so that we can make sure our information is centralised. can read more about Hubspot’s GDPR compliance here:

<https://www.hubspot.com/data-privacy/gdpr>

We also keep a 'Register of Members' which contains all members' first names, last names and addresses. We are a company limited by guarantee, so when you sign up as a member of AHSW, you are signing up as a member of our company. As a company limited by guarantee, Companies House require us to keep 'statutory registers' (including the aforementioned Register of Members) at a specified location which can be made available for inspection. We keep this register (printed copy) at a specified address in use by AHSW. It has never been requested for inspection by Companies House but this does not mean this will not ever happen. If this does occur, we will inform all members immediately via email newsflash. We also keep a digital copy of the Register of Members on the General Manager's secure cloud storage which is protected with 2-factor authentication.

If you have any questions about this, please contact Hannah at info@ahsw.org.uk

What we do with your data

We use your contact/sector identification data to:

- Send out our monthly "ebulletin", and occasional "newsflash" emails
- Analyse who our membership are, so that we can put these anonymised statistics into our funding bids and reports for our trustees and our funders.
- Contact you if there is important information we need to tell you about your account.

Who your data will be shared with

Apart from the Members Register detailed above, which is kept in a secure location and will made available only to Companies House officials at their request, your details will not be shared with any third parties. Only AHSW Staff have access to the database of members' information in Mailchimp and Hubspot, and any access and use of these databases will be in line with our Data Protection policy and Acceptable Usage Policy, which guides staff on how to process data. If you have any queries about this, please contact us.

How long we keep your data

We will keep your data for 10 years from the date of sign-up, UNLESS:

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

What to do if you no longer want to receive emails from us

On the bottom of our newsletter 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 Hannah at info@ahsw.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 AHSW Mailchimp database which means you will no longer receive emails from us.

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 Hannah Mumby, General Manager of AHSW to request this, on (+44) 01392 793877 or info@ahsw.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 Hubspot database, just with your name, and a flag which says "data permanently removed", to make sure we have recorded that this has been processed.

If you have any questions, please contact AHSW General Manager Hannah Mumby at info@ahsw.org.uk or call 01392 793 877 (this number is manned 3 days per week)