



Play a part

THE BIG HOUSE PRIVACY POLICY

Hello, we are The Big House. We use theatre activities and structured support to help care leavers make the transition from care to independent adulthood. Our mission is to maximise the potential of care leavers across the UK – it's what drives all our work.

As one of our valued supporters we're committed to protecting your privacy so we make sure we protect any personal information you give us.

This page will let you know exactly how we use and protect your personal information. And if you have any questions about it please just send us an email at info@thebighouse.uk.com, we'd be delighted to help. Our postal address can be found in the "Contact Us" section of our website.

The Big House is a registered charity number 1151106 in England and Wales and registered Company in England & Wales no. 08297808.

What information do we collect?

Personal information is any information that can be used to identify you. So, for example, if you donate money, attend an event, or become involved in our work, we may collect and process the personal information that you've provided. We may also collect information from you when you report a problem with our website or if you complete a survey which we use for evaluation purposes.

This personal information may include your name, email address, postal address, telephone or mobile number and date of birth, financial details, UK Tax payer information (for Gift Aid), credit/debit card information and records of responses to our communications, as well as how you came to find us or about our services or events.

We may also collect details of your visits to our website, for example your location data, and the pages of the website that you access. We use this to provide you with the information and services that you're interested in and are most relevant to you.

To understand how we use information about the communications devices you use, such as IP address (the location of the computer on the internet) and cookies, please see our cookie policy.

How long will we keep your personal information?

We always have your best interests at heart and your personal information will not be retained by the Big House for longer than necessary in relation to the purposes for which it was originally collected, or for which it was further processed, subject to certain legal obligations mentioned below.

THE**BIGHOUSE**.UK.COM

e: info@thebighouse.uk.com

t: 020 7923 9955

The Big House, Mildmay Community Centre, Woodville Rd, London N16 8NA

Private Ltd. Co. Number 8297808 | Reg. Charity No. 1151106



Play a part

We will retain personal data in accordance with our data retention policy, set out below. We review our data retention periods for personal information on a regular basis.

We hold personal information relating to:

- donations you've made to us for 7 years since the date of your last donation
- legacy donations, if you indicate that you'd like to leave us a legacy gift we will retain personal data until 7 years after the legacy is received
- entering raffles and competitions for 5 years
- purchasing services, like training or venue hire for 3 years
- subscribing to a newsletter, you can unsubscribe at any time

We are legally required to hold some personal information to fulfil statutory obligations, for example the collection of Gift Aid or to support certain financial transactions.

We will also hold information about your details so that we can respect your preferences for being contacted by us.

The law allows you to withdraw your consent to any particular usage of your data at any time without needing to specify a reason. You can withdraw your consent by emailing info@thebighouse.uk.com

How will we contact you?

It's only with your support that we can work with more young people. That's why we love to keep you posted with news about our work, how your support can make a difference and the variety of exciting ways you can support us in the future.

However, of course, we will not contact you again if you ask us not to. You can amend your contact preferences at any time by emailing info@thebighouse.uk.com.

We will never contact you to send you information about how you can support the Big House by email or text unless you have given us your prior permission.

How will we handle your information and other organisations?

We will not rent or sell your personal information to other organisations for use by them in any way, including in their own direct marketing activities.

However, where you have given us permission to contact you, we may pass on your information to external service providers to contact you on our behalf.

THEBIGHOUSE.UK.COM

e: info@thebighouse.uk.com

t: 020 7923 9955



Play a part

We may ask external service providers to carry out tracking and evaluation on our behalf as described in the cookies policy.

Making our communications relevant to you

We want to ensure that we provide you with information that is relevant to you. In order to do this, we may need to analyse the information we hold on you for supporter analysis and data quality purposes. This analysis includes modelling (e.g. how likely you are to respond to the invitation) and segmenting (looking at people who are similar to you), so that you receive targeted and relevant communication.

This ensures we can spend our charitable donations effectively to obtain the biggest impact for young people. Additionally, as our data is captured from various different sources (e.g. donation or through our website, event data), for data quality purposes we will analyse your data to ensure we do not have multiple versions of information on the same person on our database.

Where do we store your information?

The personal information collected from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by individuals operating outside the EEA who work for us or working on our behalf. This includes staff engaged in, among other things, the processing of your payment details and the provision of support services.

By submitting your personal data, you agree to this transfer, storing and processing at a location outside the European Economic Area.

At the Big House we have taken all steps reasonably necessary to make sure that your data is treated securely and in accordance with this privacy policy. We have done our best to protect your personal data, and ensured that it will be held in compliance with European data protection regulations.

Unfortunately, the transmission of information via the Internet is never 100% secure and we cannot guarantee the security of your data transmitted to our website. This means any such transmission is at your own risk.

In cases when we use external websites provided by other organisations such as Twitter, YouTube or Facebook, then we would ask you to consult their privacy policies

THEBIGHOUSE.UK.COM

e: info@thebighouse.uk.com

t: 020 7923 9955

The Big House, Mildmay Community Centre, Woodville Rd, London N16 8NA

Private Ltd. Co. Number 8297808 | Reg. Charity No. 1151106



Play a part

Your rights

If you wish to exercise any of your rights, as listed below please write to us at info@thebighouse.uk.com:

- a. Access to your personal information;
- b. Objection to processing of your personal information;
- c. Objection to automated decision-making and profiling;
- d. Restriction of processing of your personal information;
- e. Your personal data portability;
- f. Rectification of your personal information; and
- g. Erasure of your personal information.

If you make a request relating to any of the rights listed above, we will consider each request in accordance with all applicable data protection laws and regulations. No administration fee will be charged for considering and/or complying with such a request unless the request is deemed to be excessive in nature.

Upon successful verification of your identity you are entitled to obtain the following information about your own personal information:

- a. The purposes of the collection, processing, use and storage of your personal data.
The source(s) of the personal information, if it was not obtained from you.
- b. The categories of personal data stored about you.
- c. The recipients or categories of recipients to whom your personal data has been or may be transmitted, along with the location of those recipients.
- d. The envisaged period of storage for your personal data or the rationale for determining the storage period.
- e. The use of any automated decision-making and/or profiling.

You can make the above request by emailing info@thebighouse.uk.com or by writing to The Big House, Mildmay Community Centre, Woodville Road, London, N16 8NA

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

THEBIGHOUSE.UK.COM

e: info@thebighouse.uk.com

t: 020 7923 9955

The Big House, Mildmay Community Centre, Woodville Rd, London N16 8NA

Private Ltd. Co. Number 8297808 | Reg. Charity No. 1151106