

Mimbre Data Management Statement

1. Context and overview

Introduction:

Mimbre needs to gather and use certain information about individuals.

These can include customers, suppliers, business contacts, employees, participants and other people the organisation has a relationship with or may need to contact.

This statement describes how this personal data must be collected, handled and stored to meet the company's data protection standards – and to comply with the law.

This statement was written on 21st March 2018 and updated on 6th July 2018.

Data protection law:

The General Data Protection Regulation (GDPR) applies in the UK and across the EU from May 2018. It requires personal data shall be:

1. Processed lawfully, fairly and in a transparent manner in relation to individuals;
2. Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research or statistical purposes shall not be considered to be incompatible with the initial purposes;
3. Adequate, relevant and limited to what is necessary in relation to the purposes for which it is processed;
4. Accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that is inaccurate, having regard to the purposes for which it is processed, is erased or rectified without delay;
5. Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data is processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by GDPR in order to safeguard the rights and freedoms of individuals;
6. Processed in a manner that ensures appropriate security of personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.
7. The controller shall be responsible for, and be able to demonstrate, compliance with the principles.

2. Who? People and responsibilities

Everyone at Mimbre has a responsibility to collect, keep and process data well and comply with legislation, including GDPR.

Data Protection Lead – the person responsible for fulfilling the tasks of the Data Protection Lead in respect of Mimbre is Lissy Lovett, Executive Director.

Her minimum responsibilities are:

- To inform and advise the organisation and its employees about their obligations to comply with the GDPR and other data protection laws
- To monitor compliance with the GDPR and other data protection laws, including managing internal data protection activities, advise on data protection impact assessments; train staff and conduct internal audits
- To be the first point of contact for supervisory authorities and for individuals whose data is processed (employees, customers and so on)

3. Scope of personal information to be processed

Mimbre holds the following personal data:

1. General public mailing list: This is a list of email addresses that have been gathered either in person or online from individuals who have asked to join the mailing list.
2. Programmers contacts.
3. Industry contacts.
4. Employee, board and volunteer data.
5. Youth Programme participants' data and parent's contact details.
6. Applicant details (deleted within six months unless an individual gives consent for it being kept longer).
7. Data for individuals with whom it has financial dealings (within its bookkeeping system).

4. Uses and conditions for processing

Outcome/Use	Processing required	Data to be processed	Conditions for processing	Evidence for lawful basis
General mailouts	Uploading email addresses from Excel to Mailchimp	Email addresses	Consent	Evidence of date consent given, how, permitted use and, permitted comms channels
Programmers mailout	Uploading names, organisations and email addresses to Mailchimp	Names, organisations, email addresses	Legitimate interest	A privacy impact assessment has been carried out (see below)
Processing to complete ACE annual submission	Data collated and added to ACE's online database	Anonymised personal information such as age, gender and ethnicity	Legitimate interest	A privacy impact assessment has been carried out (see below)
Processing to complete youth funder's reporting requirements	Data collated and included in written reports	Anonymised personal information such as age, gender and ethnicity	Legitimate interest	A privacy impact assessment has been carried out (see below)
Youth mailouts	Uploading email addresses from Excel to Mailchimp	Email addresses	Consent	Evidence of date consent given, how, permitted use and, permitted comms channels
Financial processing	Names, organisations, addresses and bank details added to Quickbooks bookkeeping system and extracted to complete accounts	Names, organisations, addresses and bank details	Legitimate Interest	A privacy impact assessment has been carried out (see below)

5. Privacy Impact Assessments

DIPA: Programmers mailing list

- Mimbre keep the data of programmers who have either booked the company in the past or who may do in the future and contact them, by email, no more often than four times a year.
- It is necessary for Mimbre to do this as this is the main way the company advertises the show it has available for touring and this is a key part of its business.
- The only risk to individuals is that they are contacted when they do not want to be. Individuals can remove themselves from the list immediately and will not be contacted again (Mailchimp's functionality will not allow names to be re-added).
- The data is kept securely and not shared with any other organisation.

DIPA: Processing personal data to meet funders' requirements (ACE and others)

- Mimbre keep sensitive data to anonymise and submit to funders.
- Mimbre's funders, including ACE, ask for data in order to see how diverse the company is and the diversity of those it reaches.
- It is necessary for Mimbre to do this as this is a key requirement of many types of funding.
- As the data is anonymised, the risk to individuals is low. The data is anonymised quickly to limit the chance of personal data being shared.
- The data is kept securely.

DIPA: Financial processing

- Mimbre keep names, addresses and bank account details in order to carry out its day to day bookkeeping and financial activities.
- Keeping accurate financial records is important for the company as a whole, for Companies House and the Charity Commission and for HMRC.
- As the data is kept securely and could not be used to withdraw money from bank accounts, only to make deposits the risk to individuals is low.
- The data is kept securely and only shared with the company's accountant.

6. Data Sharing

From time to time Mimbre will ask for venues to share audience data with us.

Where this is the case, Mimbre will ensure that venues have obtained and recorded the necessary specific, clear, granular permissions for sharing with us and we will follow the venue's instructions for handling the data. A signed data agreement will be in place between the organisations.

7. Security measures

All data is kept in password-protected systems and places and access is given only to those that need it. Unusual access is flagged and the Executive Director will notify the ICO if there is any data breach. Data is deleted regularly.

8. Subject access requests

Any individual can contact the Executive Director and ask:

- What information Mimbre holds about them and why
- Ask that their personal data is sent to them
- That their personal data is kept up to date
- How Mimbre is meeting its data protection obligations

The Executive Director is contactable on info@mimbre.co.uk and 020 7613 1068 and her contact details are posted on the “contact us” page of Mimbre’s website. She will respond to all enquiries in writing within five working days of contact, or immediately following her return if she is on annual leave when a request is made. The Executive Director will search each place where data is kept at Mimbre for information about the individual and will collate this to pass on.

9. The right to be forgotten

Mimbre are happy to remove individual’s information from their records wherever practicable, or to anonymise data where this can’t be done. Circumstances in which it may not be possible to completely delete an individual’s data are:

- Where records need to be kept for financial purposes
- Where records are kept about Mimbre’s previous tours or bookings – for example Mimbre may need to keep copies of contracts that contain individual’s names
- Where Mimbre has recorded an incident within its youth programme on an incident report form, this would need to be kept

Mimbre will consider individual’s requests in this regard on a case-by-case basis and when data can be deleted will search each place data is kept for information, ‘hard’ delete or anonymise wherever possible, and will let the individual know what they have done and why.

21st March 2018

Updated 6th July 2018