

NEXT DOOR BUT ONE  
DATA PROTECTION AND PRIVACY POLICY



## 1. Policy statement

- 1.1 Everyone has rights with regard to the way in which their personal data is handled. During the course of our activities we will collect, store and process personal data about our audiences, participants, team members and other third parties, and we recognise that the correct and lawful treatment of this data will maintain confidence in the organisation for all involved.
- 1.2 Data users are obliged to comply with this policy when processing personal data on our behalf.

## 2. About this policy

- 2.1 The types of personal data that Next Door But One (We) may be required to handle include information about current, past and prospective audiences, participants, team members and others that we communicate with. The personal data, which may be held on paper or on a computer or other media, is subject to certain legal safeguards specified in the Data Protection Act 1998 (the Act) or, after 25<sup>th</sup> May 2018, the General Data Protection Regulations (GDPR) and other regulations.
- 2.2 This policy and any other documents referred to in it sets out the basis on which we will ensure the privacy of our audiences, participants and team members and how we will process any personal data we collect from individuals, or that is provided to us by individuals or other sources.
- 2.3 This policy does not form part of any employee's contract of employment, or freelancer's agreement and may be amended at any time.
- 2.4 This policy sets out rules on data protection and the legal conditions that must be satisfied when we obtain, handle, process, transfer and store personal data.
- 2.5 The Data Protection Compliance Officer is responsible for ensuring compliance with the Act and with this policy. That post is held by Matt Harper-Hardcastle, who you can contact by email at [nextdoorbutone@outlook.com](mailto:nextdoorbutone@outlook.com). Any questions about the operation of this policy or any concerns that the policy has not been followed should be referred in the first instance to the Data Protection Compliance Officer.

## 3. Definition of data protection terms

- 3.1 Data is information which is stored electronically, on a computer, or in certain paper-based filing systems.
- 3.2 Data subjects for the purpose of this policy include all living individuals about whom we hold personal data. A data subject need not be a UK national or resident. All data subjects have legal rights in relation to their personal information.
- 3.3 Personal data means data relating to a living individual who can be identified from that data (or from that data and other information in our possession). Personal data can be factual (for example, a name, address or date of birth) or it can be an opinion about that person, their actions and behaviour.
- 3.4 Data controllers are the people who or organisations which determine the purposes for which, and the manner in which, any personal data is processed. They are

responsible for establishing practices and policies in line with the Act. Next Door But One is the data controller of all personal data used by Next Door But One.

- 3.5 Data users are those of our team members whose work involves processing personal data. Data users must protect the data they handle in accordance with this data protection policy and any applicable data security procedures at all times.
- 3.6 Processing is any activity that involves use of the data. It includes obtaining, recording or holding the data, or carrying out any operation or set of operations on the data including organising, amending, retrieving, using, disclosing, erasing or destroying it. Processing also includes transferring personal data to third parties.
- 3.7 Sensitive personal data includes information about a person's:
  - (a) racial or ethnic origin,
  - (b) political opinions,
  - (c) religious or similar beliefs,
  - (d) trade union membership,
  - (e) physical or mental health or condition,
  - (f) sexual life, or
  - (g) about the commission of, or proceedings for, any offence committed or alleged to have been committed by that person.

Sensitive personal data can only be processed under strict conditions, including a condition requiring the express permission of the person concerned.

#### 4. Privacy

- 4.1 We will endeavour to ensure the privacy of all of our audiences, participants and team members. Any information which is provided to us which could reasonably be expected to be confidential will be kept confidential.
- 4.2 Due to the nature of the work which Next Door But One does by working with vulnerable participants there is an inference that it is likely the Data Subject has experienced or is experiencing something which may deem them as vulnerable. Next Door But One will be sensitive to this at all times and will only disclose information about participants outside of the organisation with their consent (see paragraph 14 below).
- 4.3 Certain positions with Next Door But One are advertised as being roles for persons with certain lived experiences or protected characteristic. If you are an employee with one of these roles, you consent to Next Door But One disclosing the fact that you have lived experience to audiences and person's outside of the organisation. Next Door But One will not disclose any other details about you without your permission.

#### 5. Data protection principles

Anyone processing personal data must comply with the eight enforceable principles of good practice. These provide that personal data must be:

- (a) Processed fairly and lawfully.

- (b) Processed for limited purposes and in an appropriate way.
- (c) Adequate, relevant and not excessive for the purpose.
- (d) Accurate.
- (e) Not kept longer than necessary for the purpose.
- (f) Processed in line with data subjects' rights.
- (g) Secure.
- (h) Not transferred to people or organisations situated in countries without adequate protection.

## 6. Fair and lawful processing

- 6.1 The Act is not intended to prevent the processing of personal data, but to ensure that it is done fairly and without adversely affecting the rights of the data subject.
- 6.2 For personal data to be processed lawfully, it must be processed on the basis of one of the legal grounds set out in the Act. These include, among other things, the data subject's consent to the processing, or that the processing is necessary for the performance of a contract with the data subject, for the compliance with a legal obligation to which the data controller is subject, or for the legitimate interest of the data controller or the party to whom the data is disclosed.
- 6.3 When sensitive personal data is being processed, additional conditions must be met. When processing personal data, we must ensure that those requirements are met.

## 7. The purposes for which we're allowed to process data

- 7.1 In the course of our operations, we may collect and process the personal data set out in the Schedule. This may include data we receive directly from a Data Subject (for example, by completing an application form or by corresponding with us by post, phone, email or otherwise) and data we receive from other sources (including, for example, statutory services, partner organisations).
- 7.2 We will only process personal data for the specific purposes set out in the Schedule or for any other purposes specifically permitted by the Act. We will notify those purposes to the data subject when we first collect the data or as soon as possible thereafter.

## 8. What we need to tell data subjects

- 8.1 If we collect personal data directly from data subjects, we will inform them about:
  - (a) The purpose or purposes for which we intend to process that personal data.
  - (b) The types of third parties, if any, with which we will share or to which we will disclose that personal data.
  - (c) The means, if any, by which data subjects can limit our use and disclosure of their personal data.
- 8.2 If we receive personal data about a data subject from other sources, we will provide the data subject with this information as soon as possible thereafter.

8.3 We will also inform data subjects whose personal data we process that we are the data controller with regard to that data and who the Data Protection Compliance Officer is.

9. Don't collect more data than we need

We will only collect personal data to the extent that it is required for the specific purpose notified to the data subject.

10. Make sure data is accurate

We will ensure that personal data we hold is accurate and kept up to date. We will ask Data Subjects to confirm the accuracy of any personal data that they provide us with. We will take all reasonable steps to destroy or amend inaccurate or out-of-date data.

11. How long do we keep data?

11.1 We will not keep personal data longer than is necessary for the purpose or purposes for which they were collected. We will take all reasonable steps to destroy, or erase from our systems, all data which is no longer required.

11.2 We will retain any participant or audience record for twelve months after the participant stops attending Next Door But One activity, or after an audience member has attended a performance. After twelve months their record will be reduced to a skeleton record.

12. Processing in line with data subject's rights

We will process all personal data in line with data subjects' rights, in particular their right to:

- (a) Request access to any data held about them (see also clause 15).
- (b) Prevent the processing of their data for marketing purposes.
- (c) Ask to have inaccurate data amended (see also clause 10).
- (d) Prevent processing that is likely to cause damage or distress to themselves or anyone else.

13. Data security

13.1 We will take appropriate security measures against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, personal data.

13.2 We will put in place procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction. Personal data will only be transferred to people outside of Next Door But One if he/she agrees to comply with our procedures and policies or if he/she puts in place adequate measures himself.

13.3 We will maintain data security by protecting the confidentiality, integrity and availability of the personal data, defined as follows:

- (a) Confidentiality means that only people who are authorised to use the data can access it.

- (b) Integrity means that personal data should be accurate and suitable for the purpose for which it is processed. However, we are aware that we are reliant on Data Subjects to update us if their personal data changes.
- (c) Availability means that authorised users should be able to access the data if they need it for authorised purposes. Personal data should therefore be stored on Next Door But One's password protected cloud account, instead of individual PCs.

13.4 Security procedures include:

- (a) Secure lockable desks and cupboards. Desks and cupboards should be kept locked if they hold confidential information of any kind. (Personal information is always considered confidential.)
- (b) Methods of disposal. Paper documents should be shredded. Digital storage devices should be physically destroyed when they are no longer required.
- (c) Equipment. Data users must ensure that individual monitors do not show confidential information to passers-by and that they log off their PC when it is left unattended.
- (d) Digitally stored data. Data must be password protected and encrypted. Only Next Door But One team members shall have access to the folders in which the data is stored.

14. Disclosure and sharing of personal information

14.1 We share anonymised data on audiences and participants who have attended Next Door But One workshops/performances with certain funders.

14.2 With the permission of the Data Subject we may disclose personal data about a Data Subject to that Data Subject's support contact. In exceptional circumstances where we feel there is an imminent risk to the Data Subject or another person we may disclose personal data about a Data Subject to that Data Subject's support contact without their permission.

14.3 We may also disclose personal information if we are under a duty to disclose or share a Data Subject's personal data in order to comply with any legal obligation, or to protect the safety of our participants, audiences, team members or others.

15. Dealing with requests for information made by people outside of Next Door But One

15.1 If we receive a request for information or enquiry about a Data Subject from a person outside of Next Door But One then we must deal with it as follows:

- (a) If the request or enquiry is from a register gatekeeper from a partner organisation then we can confirm that the Data Subject is a Next Door But One participant but we must not give any other information without the Data Subject's consent.
- (b) If the request or enquiry is from a relative (or similar) of the Data Subject then we should not give any information about the Data Subject without the consent of the Data Subject. This means we cannot confirm that the Data Subject is a Next Door But One participant or give any information about their attendance or progress.

16. Dealing with subject access requests
- 16.1 Data subjects must make a formal request for information we hold about them. We do not require them to pay a fee to do this.
- 16.2 Any subject access request must be made in writing. Team members who receive a written request should forward it to the Data Protection Compliance Officer immediately.
- 16.3 When receiving subject access requests by telephone, we will only disclose personal data we hold on our systems if the following conditions are met:
- (a) We will check the caller's identity to make sure that information is only given to a person who is entitled to it.
  - (b) We will require that the caller put their request in writing if we are not sure about the caller's identity and/or where their identity cannot be checked.
- 16.4 Our team members will refer a request to the Data Protection Compliance Officer for assistance in difficult situations. Team members should not be bullied into disclosing personal information.
17. Changes to this policy
- We reserve the right to change this policy at any time. Where appropriate, we will notify data subjects of those changes by mail or email.

Policy issued 25/03/2021

Schedule Data processing activities

Type of data	Type of data subject	Type of processing	Purpose of processing	Type of recipient to whom personal data is transferred	Retention period
Personal contact details from application/registration/booking forms.	Participants, Audiences and Team Members.	Administration.	To monitor and administer Next Door But One activity.	Artistic Director, Creative Producer, Project Manager, Stage Management	12 months from the end of application
Health information / support requests from Equality Opportunities	Participants and Team Members.	To assess support needs.	To provide support	Artistic Director, Creative Producer, Project Manager, Stage Management	12 months from the end of the project or production
Photographs/Videos.	Participants, Audiences and Team Members.	Retention and use with permission.	Promoting Next Door But One.	Artistic Director, Creative Producer, Project Manager,	12 months from the end of the project or production, unless other/further consent is provided.