Shallal Privacy Policy

Draft Update March 2026

Approved by the trustees on 16th March 2026

Next review March 2028

We recognise the importance of your privacy and our role in ensuring your information is protected and respected. We are committed to protecting the privacy and confidentiality of your personal information and we aim to ensure that all personal information in our possession is processed in accordance with the principles of the General Data Protection Regulations (GDPR) and the Information Commissioner's Office.

Who are we?
Shallal is an inclusive arts charity based in Cornwall, registration number 1166404. Our office is registered at Studio GO8, Krowji, West Park, Redruth, TR153AJ

What is personal data?
Personal data is information that identifies you.
The personal data we collect may be:

- Your name, address, email address and phone number
- Additional data, such as your equalities information and detailed information about you and your needs.
- Photographs or videos of you, if you attend one of our projects or events.

This policy describes how we collect and look after your personal data and why. It also tells you your legal rights in terms of the personal data that we hold.

Why we collect your personal data and under what lawful basis
In order for us to deliver the most relevant services and activities and inform our members, participants in our activities and supporters, we need to collect and hold your personal data.

We will keep your data for our records, including feedback, complaints and details to make sure we can provide for your needs and keep you safe while you are accessing our services.

We use personal data to report to our funders and tell them about the work we have been doing to show them how we have used their funding. We keep the data anonymous as much as we can when we tell them about our work.

We also use personal data, particularly images, to share and promote our work. We will only share photos of you and/or data about you with your express permission. (We will also check with you first that you are happy for us to take your photograph or film).

When we collect your data we will always ask for you to actively consent for us to do so, and this is the lawful basis under which we keep your data. We might need to use your personal data if you make a donation to us, for example if you make a donation online. We might also ask you to help us to raise money, or to take part in a survey but we would only ever do this with your active consent.

If you become one of our paying studio artists or a regular customer, we keep your data under lawful basis of performing a contract, as we will need to process your data in order to provide the service that you would expect.

You may be a subscriber to our monthly newsletter, which informs subscribers about our events and projects. You might have signed up to our newsletter via our website, or one of our staff might have asked you if you would like to subscribe to it. We keep this data under the lawful basis of legitimate interest, and we believe it is in your interest to keep receiving our emails so that you are informed about our services and events. We don't want to keep bothering you by asking you to resubscribe although you can of course unsubscribe at any time via the link on every email we send out.

Children aged 16 or under should seek the permission of a parent or guardian before providing personal information.

Who has access to your information?

Shallal works with a small number of freelancers who process data to record participation, support our marketing and communications and record data about our members and participants. Strict agreements are in place to ensure the safe use and safe storage of data. We regularly review our processes to ensure that our systems are as efficient and effective as possible.

We understand that the storage and use of your personal data can be

concerning. No system or service is one hundred percent secure, but we take all reasonable and appropriate measures to ensure the transmission and use of your data is as secure as technology will allow.
Your information is valuable to you, and you trust us to look after it appropriately. Our systems are kept up to date with the latest firewall measures.

The ways that we collect your personal data

You may give us your personal data by:
- filling in one of our forms, on our website or a hard copy
- signing up to our email newsletter
- telling us about your details over the phone or email, or in another way that you choose
- attending one of our projects or events and having photographs or videos taken of you

When we ask you for this data, we will always tell you why, and we will ask you to confirm that you are happy for us to collect it.

Your Rights
Under the law, you have the right to ask us not to use your data for marketing purposes or to share it with partner organisations. You also have the right at any time to ask us what personal data we are holding about you, and to correct or delete this data, with the exception of criminal data.

If you would like to ask us what personal data we are holding about you, just send us an email to the contact details at the end of this statement.

Protecting your Personal Data
We ensure that we are keeping your data safe and secure by putting appropriate security measures and systems in place and training our freelancers, volunteers and staff.

We take care in training all of our freelancers, staff and volunteers who are likely to come into contact with your data to understand how they should process it and ensure it is always safe and accurate. We will never sell, rent or trade your personal data to anyone else or any other organisation without your consent. We would only ever pass on your data to another organisation if we were required to do so by law.

Data breaches: If someone gets hold of your private information from our database and we don't know about it, we will immediately review how we store information to find out what might have happened. If someone gets hold of a lot of private information, we will tell the Information Commissioner's Office.

Overseas Transfers

We use third party mass email service, Mailchimp, to send out marketing, reminders and other account related information. This service is based in the United States. Shallal has binding contracts in place with all providers regarding the use of your data.

How long do we hold your data?

We hold your data as long as you remain active with Shallal. After a period of 6 years of inactivity, we permanently erase all your personal data.

Cookies and Websites

If cookies are used they will only be used to assist the purposes set out in this privacy policy, but cookies will not be used if we do not consider them to be necessary. If you prefer not to receive cookies, you can adjust your internet browser to refuse cookies or to warn you when cookies are being used. This site will work more efficiently if receipt of cookies is enabled but it will still operate correctly if you disable cookies.

You may, at any time, update your communication preferences option to receive or stop receiving information from us. We do not send marketing information to anyone aged under 16 years old. All customer data is held on our secure online platform Upshot. Our central database system is operated and managed exclusively by Shallal.

How to update your preferences or get in touch

You may change your communication preferences at any time by emailing admin@shallal.org.uk or by calling 07980 400184
If you have any queries, you can contact with us about anything in this notice: