



SOMERSET
YOUTH
THEATRE CIC

Somerset Youth Theatre CIC – Privacy Policy

Last updated: *November 2025*

Somerset Youth Theatre CIC (“SYTcic”, “we”, “our”, “us”) is committed to protecting your privacy. We handle all personal information in accordance with the **UK General Data Protection Regulation (UK GDPR)**, the **Data Protection Act 2018**, and the **Privacy and Electronic Communications Regulations 2003 (PECR)**.

Who we are

Somerset Youth Theatre CIC is a Community Interest Company (Company No. 13135600) registered with Companies House.

We are a collective of artists, theatre companies and qualified youth leaders overseen by our Board of Executive Directors and a Board of Advisors.

Our mission is to create safe spaces where young people can explore, create and find their voice through theatre and the arts.

If you have any questions about this policy or your personal data, please contact:

info@somersetyt.com

What information we collect

We collect information you give us when you:

- Book or buy tickets for workshops, shows, or events
- Make a donation or contact us about supporting our work

- Subscribe to our newsletter or updates
- Complete a form or communicate with us directly

The information may include:

- Name and contact details (email, phone, address)
- Age or date of birth (where relevant to our youth programmes)
- Parent or guardian details (for under-18s)
- Access, health, or support information (for safe participation in activities)
- Communication preferences
- Donation and payment details (handled securely by third-party providers)

We also collect limited technical data such as cookies and analytics to help improve our website experience.

How we use your information

We use your information to:

- Process bookings, donations, and enquiries
 - Provide the events, activities, or services you requested
 - Communicate about shows, workshops, and opportunities (only if you've opted in)
 - Manage our relationship with you and record participation history
 - Improve our events and communications
 - Comply with our legal and financial obligations
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Our lawful bases for processing

We process personal data under one or more of the following lawful bases:

- **Consent** – when you opt in to receive marketing or provide optional information
- **Contract** – to deliver services or tickets you have purchased or booked
- **Legal obligation** – to comply with tax, safeguarding, or reporting requirements
- **Legitimate interests** – to understand participation levels, improve our services, or communicate necessary updates

You can withdraw your consent at any time by contacting info@somersetyt.com

Cookies and online data

Our website uses cookies to help it work properly and understand how visitors use it.

You can choose to block or delete cookies in your browser settings.

For more details, please see our **Cookie Policy**.

Children and young people

As we work directly with children and young people, we take extra care with their personal data. If you are under 13, we will only process your information with the consent of your parent or guardian.

We collect only the information necessary to ensure your safety and participation.

How we keep your information safe

Your personal data is stored securely on systems with restricted access.

Only staff and volunteers who need to use your information can access it, and all are trained in data protection.

We use reputable third-party systems (for example, ticketing or email providers) that comply with UK GDPR.

We will never sell your data.

Data sharing

We only share data when necessary:

- With trusted service providers such as ticketing platforms or payment processors (e.g. PayPal, TicketSource)
- With partner organisations co-running events, if needed to deliver that event
- With funders or regulators (e.g. Arts Council England) in anonymised or aggregated form
- Where required by law (for example, safeguarding concerns or police requests)

We will always ask for your consent before sharing personal details for marketing or publicity.

Data retention

We keep personal data only as long as necessary to fulfil the purpose it was collected for, including for legal, accounting, or reporting requirements.

For example:

- Booking and participation records - up to 6 years after the event
- Marketing consent - until you unsubscribe
- Safeguarding or incident records - as required by law

After this, data is securely deleted or anonymised.

Your rights

You have the right to:

- Request a copy of the personal data we hold about you

- Ask us to correct any inaccuracies
- Withdraw consent or object to certain uses of your data
- Request that we erase your data, where legally possible
- Lodge a complaint with the Information Commissioner's Office (ICO) if you believe we have not handled your data properly

You can contact the ICO at:

0303 123 1113 www.ico.org.uk

Contact us

If you have any questions, requests or complaints about how we use your data, please contact:

info@somersetyt.com

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