

SOCIETY FOR THEATRE RESEARCH PRIVACY NOTICE

1. INTRODUCTION

- 1.1 This privacy notice (**Privacy Notice**) sets out the ways in which we, The Society for Theatre Research (**we, us, our**), collect and use your personal data (your personal information) in connection with our charity, including via our website str.org.uk. It also explains what rights you have to access or change your personal data.

2. ABOUT US

- 2.1 We are a charity registered with the Charity Commission in England under charity number [266186](#), with our public address at c/o Theatres Trust, 22 Charing Cross Road, London, WC2H 0QL, UK.

- 2.2 You can contact us as follows:

Address: c/o Theatres Trust, 22 Charing Cross Road, London, WC2H 0QL, UK

Email: contact@str.org.uk

3. INFORMATION WE MAY COLLECT ABOUT YOU

3.1 Information that you provide to us.

- 3.1.1 We will collect any information that you provide to us when you:

- (a) apply and register for membership with us;
- (b) create an account to use the website and update your profile and other account details, including your public biography and research interests;
- (c) subscribe to our newsletter and mailing lists;
- (d) fill in a form, conduct a search, respond to surveys, or use any other features of the website;
- (e) make an enquiry, provide feedback or make a complaint over the phone, by email or on our website;
- (f) submit correspondence to us by post, email or via our website;
- (g) post content on the website, including any members' notice posts;
- (h) purchase products, including via our website;
- (i) register to and/or attend our events, lectures, seminars, committees and workshops, including events run by our New Researchers' Network;
- (j) make a donation to us;
- (k) submit an application to participate in competitions and awards, whether as a participant or a judge;

- (l) submit and update your research interests;
- (m) submit content for potential publication in the Theatre Notebook;
- (n) apply for a grant or award, for example, for costs towards attending workshops;
- (o) volunteer or work with us, including as a supplier, a committee member, lecturer, presenter, trustee or treasurer;
- (p) submit a CV, an application to a volunteer placement, job vacancy, attend an interview or assessment; and
- (q) 'follow', 'like', post to or interact with our social media accounts, including Facebook and Twitter.

3.1.2 The information you provide to us will include (depending on the circumstances):

- (a) **Identity and contact data:** title, names, addresses, email addresses and phone numbers;
- (b) **Membership data:** when you purchase, renew, or receive a free membership, you will also provide registration details, which may include billing addresses and details of your membership (Individual, Student, Corporate, Life, Theatre Notebook);
- (c) **Account profile data:** if you're registering for an account, in addition to the information above, you may also provide a password, public biography, and research interests;
- (d) **Financial details:** including billing addresses, bank account details, and credit/debit card details, for instance, to enable us to pay a prize, award, or grant to you, or to issue refunds;
- (e) **Your opinions:** for example, in any online content that you post, or submissions that you make to us;
- (f) **Donation information:** for instance, the amount of the donation, whether you are a UK taxpayer for the purposes of GiftAid;
- (g) **Your experiences, background, work and employment data:** if you are submitting an application for a job, a prize, an award, a grant, to speak at our events, volunteer with us, you may also provide additional information about your academic and work history, qualifications, skills, projects and research that you are involved in, references, proof of your entitlement to work in the UK, your national insurance number, your passport or other identity document details, your current level of remuneration (including benefits), and any other such similar information that you may provide to us;
- (h) **Survey data:** from time to time we might ask if you would be willing to participate in our surveys, should you participate, we will also collect any information that you provide as part of that survey; and

- (f) **Sensitive “special category” information:** in certain circumstance, you may provide us with details of particularly sensitive information, for instance about your race or ethnicity, religious beliefs, sexual orientation, health and whether or not you have any disability, for example, providing us with detail of any specific dietary requirements, or special adjustments we may need to make.

3.2 Information we collect about you

3.2.1 In addition to the information provided above, we will collect the following types of personal data:

- (a) **Information contained in correspondence:** we will collect any information contained in any correspondence between us. For example, if you contact us using a query button on our website or by email or telephone, we may keep a record of that correspondence;
- (b) **Information transmitted on the website:** we will collect information that you upload or post to your website account and/or any correspondence or interactions that you may have with other website users, for example, contained in any members’ notices;
- (c) **Transactional information:** we will collect information related to your transactions with us, including the date and time, the amounts charged and other related transaction details;
- (d) **Donation information:** we will collect information related to any donations that you make, including the date and time, the amounts donated, whether you have chosen to GiftAid your donation, and your reasons for donating;
- (e) **Website usage data:** we will collect information about your interactions with the website, including information such as login data, IP address, page views, searches, requests, orders, pre-approvals, confirmations, agreements between you and other website users and other actions on the website; and
- (f) **Technical data:** we will also collect certain information about how you use our website and the device that you use to access our website, even where you have not created an account or logged in. This might include your geographical location, device information (such as your hardware model, mobile network information, unique device identifiers), the data transmitted by your browser (such as your IP address, date and type of the request, content of the request regarding the specific site, time zone settings, access status/HTTP status code, volume of data transmitted, browser type and version, language settings, time zone settings referral source, length of visit to the website, date and time of the request, operating system and interface) number of page views, the search queries you make on the website and similar information. This information may be collected by a third-party website analytics service provider on our behalf and/or may be collected using cookies or similar technologies. For more information on cookies please read section 6 below.

3.3 Information we receive from third parties

3.3.1 In certain circumstances, we will receive information about you from third parties. For example:

- (a) **Website users:** we may receive personal information from other website users, for example information that is posted or uploaded by other users, information relating to transactions and/or correspondence between website users;
- (b) **Members:** we may receive personal information about you from other members, for instance, contained in correspondence, or where members refer or recommend you to us as a potentially interested individual;
- (c) **Partners and collaborators:** we may occasionally receive information from partners that we work with, for instance, theatres, other charities, organisations, and individuals with similar interests, for instance, organisations and partners that we run events with;
- (d) **Referees, recruitment agencies and employers:** if you apply for an award, a competition, a grant, a volunteer position or a job, we may contact your referees, nominators, recruiters, current and former employers, to provide information about you and your application (as applicable in the context);
- (e) **Service providers:** we may collect personal information from our website developer, security service providers IT support provider, payment services provider (including for donations), event booking provider, legal and accountancy service providers, social media service providers, advertising and marketing agencies and other third party service providers. For more information on our service providers, please see section 5.1.4 below;
- (f) **Publicly available sources:** we currently use publicly available sources such as archives, libraries, for instance to conduct research;
- (g) **Fraud detection agencies:** where permitted or required by law, we may receive information about you, including demographic data or fraud detection information from third party service providers and/or partners; and
- (h) **Other third parties:** we might also receive information about you from third parties if you have indicated to such third party that you would like to hear from us.

4. **HOW WE USE INFORMATION ABOUT YOU AND RECIPIENTS OF YOUR INFORMATION**

4.1 **Personal information:** we will most commonly use your personal information on the basis of:

- 4.1.1 performance of your contract with us and the provision of our services to you;
- 4.1.2 your consent (where we request it);
- 4.1.3 where we need to comply with a legal or regulatory obligation;
- 4.1.4 for establishing, exercising or defending legal claims; or
- 4.1.5 our legitimate interests or those of a third party.

- 4.2 By “**legitimate interests**” we mean our interests in conducting and managing our charitable activities and to ensure that we are guaranteeing the best service and experience for you. Where we use your information for our legitimate interests, we make sure that we take into account any potential impact that such use may have on you. Our legitimate interests don’t automatically override yours, and we won’t use your information if we believe your interests should override ours unless we have other grounds to do so (such as when we have your consent, or we have a legal obligation to use your information in that way). If you have any concerns about our processing please refer to section 10 below.
- 4.3 **Special category personal information:** “Special categories” of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data. We most commonly process special categories of personal information in the following circumstances:
- 4.3.1 carrying out our legal obligations or exercise rights in connection with employment;
 - 4.3.2 being necessary in the public interest, such as for equal opportunities monitoring;
 - 4.3.3 where a relevant exemption or derogation applies, for example, processing that is for research and statistical purposes, archiving in the public interest, or journalistic, academic, artistic or literary purposes;
 - 4.3.4 in limited circumstances, your explicit written consent; or
 - 4.3.5 less commonly, where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else’s interests) and you are not capable of giving your consent, or where you have already made the information public.
- 4.4 **We use your information for the following purposes:**
- 4.4.1 **Membership and subscriptions:** to register, administer and maintain memberships and subscriptions with the Society for Theatre Research, including subscriptions to the Theatre Notebook;
 - 4.4.2 **Register of research interests:** to publish your contact details on our register of research interests, which is available on our website for viewing by the general public;
 - 4.4.3 **Competitions and research awards:** to administer competitions and research awards, including appointing judges, processing applications, determining winners, publicly publishing details of submissions (including project details) and winners and distributing financial awards and prizes, and outputs of the grants;
 - 4.4.4 **Surveys and interviews:** to enable us to conduct surveys and interviews of individuals, including for historic research purposes and also to gather feedback on the Society for Theatre Research;
 - 4.4.5 **Running events:** to enable us to run events, including compiling details of attendees, organisers and hosts, inviting guests, arranging for speakers and presenters and making payment to speakers;
 - 4.4.6 **Photo, audio and audiovisual recording:** on occasion, we may have photography, audio or audiovisual recording at our events, and some of our events are live streamed. In

these instances, attendees will be notified, and additional privacy information provided as necessary. Recorded and photographed content may be used on our website, on our social media profiles, and in other promotional material;

- 4.4.7 **Administering and facilitating payments:** to enable us to process transactions and payments, and to collect and recover money owed to us, for instance, to enable us to receive membership fees and donations, to pay our suppliers, staff, grants (e.g. to assist with costs and expenses for attending workshops) and other payments as are required from time to time;
- 4.4.8 **Publishing information about our work and what we do:** to enable us to publish information on our website that contain personal information of those who work with us, for instance, partners, committee members, trustees, treasurers, members and others;
- 4.4.9 **Facilitating submissions:** to enable us to facilitate written and other submissions to us, including written submissions for annual publication in the Theatre Notebook;
- 4.4.10 **Maintaining directories:** to enable us to maintain public directories of individuals involved in Theatre, for instance, our indices of Theatre and Music Hall People;
- 4.4.11 **Researching and archiving:** to enable us to conduct research, including historic and academic research, and publish the outcomes of that research;
- 4.4.12 **Website access:** to provide you with access to our website in a manner convenient and optimal and with content relevant to you including sharing your information with our website hosts and developers;
- 4.4.13 **To register and maintain your account:** when you sign up to use our website, we will use the details provided on your account registration in order to register and maintain an account with us;
- 4.4.14 **To enable you to communicate with other website users:** certain parts of the website enable you to communicate with each other. We will use the information you have provided (such as your name and contact details) to enable you to communicate with each other;
- 4.4.15 **Relationship management:** to manage our relationship with individuals, including members of the committee, trustees, treasurers, staff and members, which will include notifying you about changes to our terms of use or privacy notice, and asking you to leave a review or take a survey;
- 4.4.16 **To conduct business with you or your employer:** to enable us to contact you and manage and facilitate our business relationship with you and your employer;
- 4.4.17 **User and customer support:** to provide customer service and support (on the basis of our contract with you or on the basis of our legitimate interests to provide you with customer service), deal with enquiries or complaints about us and share your information with our website developer, IT support provider, payment services provider, and email newsletter distributor, as necessary to provide user customer support;
- 4.4.18 **Recruitment:** to process any job applications you submit to us, whether directly or via an agent or recruiter including sharing this with our third party recruitment agency;

- 4.4.19 **Marketing:** to keep in contact with you about news, events, new website features, and services of the Society for Theatre Research and selected partners and third parties that we believe may be of interest to you, provided that we have the requisite permission to do so, and sharing your information with our marketing services provider (either on the basis of your consent where we have requested it, or our legitimate interests to provide you with marketing communications where we may lawfully do so);
- 4.4.20 **Social media interactions:** to interact with users on social media platforms including Facebook and Twitter, for example, responding to comments and messages, posting, 'retweeting' and 'liking' posts, in order to promote our charity and communicate with interested individuals;
- 4.4.21 **Analytics:** to use data analytics to improve our website, content, services, marketing, customer relationships and experiences in order to help us defining types of users of our website and services, to keep our website updated and relevant, to develop our charity and to inform our marketing strategy;
- 4.4.22 **Suggestions and recommendations:** to share your information with selected third parties such as partners and other organisations that we work with, to enable them to contact you with information about things that may interest you (where we have your consent to do so);
- 4.4.23 **Research:** to carry out aggregated and anonymised research about general engagement with our website;
- 4.4.24 **Fraud and unlawful activity detection:** to protect, investigate, and deter against fraudulent, unauthorised, or illegal activity, including identity fraud; and
- 4.4.25 **Compliance with policies, procedures and laws:** to enable us to comply with our policies and procedures and enforce our legal rights, or to protect the rights, property or safety of our staff and members and share your information with our technical and legal advisors (on the basis of our legitimate interests to operate a safe and lawful charity or where we have a legal obligation to do so).

5. WHO WE MIGHT SHARE YOUR INFORMATION WITH

- 5.1 In connection with the purposes and on the lawful grounds described above and in addition to the recipients of your information as described above, we will share your personal information when relevant with third parties such as:
 - 5.1.1 **Website users:** other website users who you communicate with via our website (who may be based inside or outside the EEA);
 - 5.1.2 **Members:** we provide publications to our members (who may be based inside or outside the EEA) via our website, in hard copy and via social media which may contain personal information of third parties;
 - 5.1.3 **Partners and collaborators:** from time to time, we run events and projects with similar organisations and individuals, who may be based inside or outside the EEA, we will provide more details of such collaborators when necessary;
 - 5.1.4 **Our service providers:** service providers we work with to deliver our services, who are acting as processors and provide us with:

- (a) website development and hosting services based both inside and outside the EEA;
 - (b) IT, system administration and security services based both inside and outside the EEA;
 - (c) event services (including event ticket sellers) based both inside and outside the EEA;
 - (d) email, marketing services and analytics providers based both inside and outside the EEA;
 - (e) social media services including Facebook and Twitter, based both inside and outside the EEA;
 - (f) payment and fraud prevention services based both inside and outside the EEA;
 - (g) banking services based inside the EEA;
 - (h) legal, accountancy, auditing and insurance services and other professional advisers who may be both inside and outside the EEA;
- 5.1.5 **Regulators and governmental bodies:** HM Revenue & Customs, regulators, governmental bodies and other authorities acting as processors or joint controllers who require reporting of processing activities in certain circumstances;
- 5.1.6 **Marketing parties:** any selected third party that you consent to our sharing your information with for marketing purposes;
- 5.1.7 **Prospective sellers and buyers of our charity:** any prospective seller or buyer of such charity or assets, only in the event that we decide to sell or buy any charity, business or assets; and
- 5.1.8 **Other third parties (including professional advisers):** any other third parties (including legal or other advisors, regulatory authorities, courts, law enforcement agencies and government agencies) where necessary to enable us to enforce our legal rights, or to protect the rights, property or safety of our staff or where such disclosure may be permitted or required by law.
- 5.2 We require third parties to maintain appropriate security to protect your information from unauthorised access or processing.

6. COOKIES

- 6.1 We use cookies to ensure that you get the most out of our website. Cookies are small amounts of information in the form of text files which we store on the device you use to access our website. Cookies allow us to monitor your use of the software and simplify your use of the website. For example, a temporary cookie is also used to keep track of your "session". Without that temporary cookie you would not be able to purchase goods via our website.
- 6.2 If you do not wish for cookies to be installed on your device, you can change the settings on your browser or device to reject cookies. For more information about how to reject cookies using your internet browser settings please consult the "Help" section of your internet browser (or

alternatively visit <http://www.aboutcookies.org>). Please note that, if you do set your Internet browser to reject cookies, you may not be able to access all of the functions of the website.

6.3 The names of the cookies used on our website and the purposes for which these cookies are used are set out in the table below:

Cookie Name	Purpose	Duration
woocommerce_cart_hash	Stores information about your shopping basket on the website	Session
woocommerce_items_in_cart	Stores information about the items in your basket on the website	Session
__utma	Used to distinguish users and sessions. The cookie is created when the javascript library executes and no existing __utma cookies exists. The cookie is updated every time data is sent to Google Analytics.	2 years from set/update

6.4 Our website may contain content and links to other sites that are operated by third parties that may also operate cookies. We don't control these third party sites or cookies and this Privacy Notice does not apply to them. Please consult the terms and conditions and Privacy Notice of the relevant third party site to find out how that site collects and uses your information and to establish whether and for what purpose they use cookies.

7. HOW WE LOOK AFTER YOUR INFORMATION AND HOW LONG WE KEEP IT FOR

7.1 We operate a policy of "privacy by design" by looking for opportunities to minimise the amount of personal information we hold about you. We use appropriate technological and operational security measures to protect your information against any unauthorised access or unlawful use, such as:

7.1.1 ensuring the physical security of our offices and other sites;

7.1.2 ensuring the physical and digital security of our equipment and devices by using appropriate password protection and encryption;

7.1.3 maintaining a data protection policy for, and delivering data protection training to, our volunteers and staff; and

7.1.4 limiting access to your personal information to those in our organisation who need to use it in the course of their work.

7.2 We will retain your information for as long as is necessary to provide you with the services that you have requested from us or for as long as we reasonably require to retain the information for

our lawful purposes, such as for the purposes of exercising our legal rights or where we are permitted to do so. We operate a data retention policy and look to find ways to reduce the amount of information we hold about you and the length of time that we need to keep it. For more information on our retention periods, please contact us using the contact details provided in section 2 above.

8. **HELP KEEP YOUR INFORMATION SAFE**

8.1 You can also play a part in keeping your information safe by:

8.1.1 choosing a strong account password and changing it regularly;

8.1.2 using different passwords for different online accounts;

8.1.3 keeping your login and password confidential and avoiding sharing these details with others;

8.1.4 making sure you log out of the website each time you have finished using it. This is particularly important when using a shared device;

8.1.5 letting us know if you know or suspect that your account has been compromised, or if someone has accessed your account without your permission; and

8.1.6 keeping your devices protected by using the latest version of your operating system and maintaining any necessary anti-virus software.

9. **INTERNATIONAL TRANSFERS OF YOUR INFORMATION'**

9.1 Our charity is located in the UK.

9.2 Many of the external third parties we work with are based outside the European Economic Area (EEA) so their processing of your personal data will involve a transfer of data outside the EEA. Whenever we transfer your personal data out of the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following transfer solutions are implemented:

9.2.1 We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission. For further details, see [European Commission: Adequacy of the protection of personal data in non-EU countries](#);

9.2.2 Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe. For further details, see [European Commission: Model contracts for the transfer of personal data to third countries](#); and

9.2.3 Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between the Europe and the US. For further details, see [European Commission: EU-US Privacy Shield](#).

9.3 Please contact us using the contact details at the top of this Privacy Notice if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA.

10. **YOUR RIGHTS TO THE INFORMATION WE HOLD ABOUT YOU**

10.1 You have certain rights in respect of the information that we hold about you, including:

10.1.1 the right to be informed of the ways in which we use your information, as we seek to do in this Privacy Notice;

10.1.2 the right to ask us not to process your personal data for marketing purposes;

10.1.3 the right to request access to the information that we hold about you;

10.1.4 the right to request that we correct or rectify any information that we hold about you which is out of date or incorrect;

10.1.5 the right to withdraw your consent for our use of your information in reliance of your consent, which you can do by contacting us using any of the details at the top of this Privacy Notice;

10.1.6 the right to object to our using your information on the basis of our legitimate interests (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground;

10.1.7 the right to receive a copy of any information we hold about you (or request that we transfer this to another service provider) in a structured, commonly-used, machine readable format, in certain circumstances;

10.1.8 in certain circumstances, the right to ask us to limit or cease processing or erase information we hold about you; and

10.1.9 the right to lodge a complaint about us to the UK Information Commissioner's Office (<https://ico.org.uk/>) as well as a right to lodge a complaint with the relevant authority in your country of work or residence.

10.2 Please note that we may need to retain certain information for our own record-keeping and research purposes. We may also need to send you service-related communications relating to your user account even when you have requested not to receive marketing communications.

10.3 **How to exercise your rights**

10.3.1 You may exercise your rights above by contacting us using the details in section 2 of this Privacy Notice, by updating your online account details, or in the case of preventing processing for marketing activities also by checking certain boxes on forms that we use to collect your data to tell us that you don't want to be involved in marketing.

10.3.2 You may contact us via the details at the top of this Privacy Notice if you wish to action any of these additional rights and we will comply with your requests unless we have a lawful reason not to do so.

10.4 **What we need from you to process your requests**

10.4.1 We may need to request specific information from you to help us confirm your identity and to enable you to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any

person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

10.4.2 You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances. We will try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

11. SHARING DATA DIRECTLY WITH THIRD PARTIES

11.1 You might end up providing personal information directly to third parties as a consequence of your interactions with our website and other services offered by us. For example, your name and other personal information may be shared with other website users when you post content on the website, or you may attend an event hosted by us where you communicate personal information directly with other attendees. We are not responsible for how such third parties use personal data provided by you.

11.2 Please be responsible with personal information of others when using our website and the services available on it. We are not responsible for your misuse of personal information, or for the direct relationship between you and others when takes place outside of the website or our services.

12. THIRD-PARTY LINKS

12.1 The website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

13. CHANGES TO THIS PRIVACY NOTICE AND YOUR DUTY TO INFORM US OF CHANGES

13.1 We may make changes to this Privacy Notice from time to time. We will post any changes to our site, or notify you of any material changes by e-mail.

13.2 It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us by updating your profile account information or contacting us via the contact details at the top of this Privacy Notice.

This Privacy Notice was updated on January 1st 2019