

# Manchester Literature Festival ("MLF")

## Privacy Notice

This Privacy Notice explains what **personal data** (information) we hold about you, how we collect it and how we use and may share information about you. We are required to notify you of this information under data protection legislation. Please ensure that you read this Privacy Notice and any other similar notice we may provide to you from time to time when we collect or process personal information about you, so that you are aware of how and why we are using such information.

This Privacy Notice applies to current and former employees, workers and contractors, customers and suppliers. This Privacy Notice does not form part of any contract of employment or other contract to provide services. We may update this Privacy Notice at any time.

### Meanings of terms used in this Privacy Notice

In this Privacy Notice references to **we** or **us** mean MLF.

## Who collects the information

**MLF** is a **data controller**. This means that we are responsible for deciding how we hold and use personal information about you.

## Data protection principles

We will comply with the data protection principles when gathering and using personal information, as set out in our Data Management policy.

## About the information we collect and hold

The table set out in Schedule 1 summarises the information we collect and hold, how and why we do so, how we use it and with whom it may be shared.

We may also need to share some of the categories of personal information set out in Schedule 1 with other parties, such as external contractors and our professional advisers. Usually, information will be anonymised but this may not always be possible. The recipient of the information will be bound by confidentiality obligations. We may also be required to share some personal information as required to comply with the law.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

You are not obliged to provide your personal data nor to consent to us processing it and may withdraw your consent at any time. However, if you withhold your personal data, decline to consent to processing, withdraw such consent or exercise any of your other rights in relation to your personal data, we will be obliged to act on the information available to us at that time. This may adversely affect you and/or limit your rights or benefits under any contract we have with you and/or the performance or continuation of that contract. If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you, or we may be prevented from complying with our legal obligations (such as to ensure the health and safety of our workers).

## Where information may be held

Information may be held at our offices and by third party agencies, service providers, representatives and agents as described above. We have security measures in place to seek to ensure that there is appropriate security for information we hold including those measures detailed in our Data Management Policy.

## How long we keep your information

We keep your information during and after your engagement with MLF for no longer than is necessary for the purposes for which the personal information is processed.

## Your rights to correct and access your information and to ask for it to be erased

Please contact the Festival Co-Director, Cathy Bolton, who can be contacted via email at [cathy@manchesterliteraturefestival.co.uk](mailto:cathy@manchesterliteraturefestival.co.uk) if (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this Privacy Notice. You also have the right to ask us for some but not all of the information we hold and process to be erased (the **right to be forgotten**) in certain circumstances. We will provide you with further information about the right to be forgotten, if you ask for it.

## Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

## How to complain

We hope that Cathy Bolton, Festival Co- Director can resolve any query or concern you raise about our use of your information. If not, contact the Information Commissioner at [ico.org.uk/concerns/](https://ico.org.uk/concerns/) or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

## Schedule 1

### About the information we collect and hold

<b>Outcome/Use</b>	<b>Processing required</b>	<b>Data to be processed</b>	<b>Conditions for processing</b>	<b>Evidence for lawful basis</b>
<b>Annual brochure mailing</b>	<i>Labels printed from Access database</i>	<i>Name and address details</i>	<i>Consent</i>	<i>Members of the public have requested to be added to the brochure mailing list by phone, email, when signing up to Constant Contact or consenting to receive postal information from MLF via Quay Tickets. They can ask to be removed from the mailing list at any time and requests will be processed within 10 working days.</i>
<b>Monthly e-newsletters to Get Closer Members and General</b>	<i>E-newsletters sent via Constant Contact</i>	<i>Name, email address (and postal address for people who also want to receive a copy of annual MLF brochure)</i>	<i>Consent</i>	<i>Members of the public opt in to receive newsletters via the MLF website or market research and can amend their preferences or safe unsubscribe at any point</i>
<b>Social Media Communications</b>	<i>Communicate MLF news via social media platforms including Twitter, Facebook and Instagram</i>		<i>Consent</i>	<i>Followers manage preferences via social media platform</i>
<b>Monthly payroll, pension contributions, annual leave and sick leave monitoring</b>	<i>Processing of monthly staff salaries using secure online banking (MLF) and Tax/NI and pension deductions(Accountant); recording of annual leave and sick leave</i>	<i>Name, email, national insurance number, salary information, bank account details, self certification and doctors sick notes.</i>	<i>Consent</i>	<i>Consent given via signature of GDPR Data protection policy</i>
<b>Processing invoices from suppliers, service providers, artists, freelance staff/consultants</b>	<i>Processed using secure online banking</i>	<i>Name, address, bank details</i>	<i>Consent</i>	<i>Service providers provide necessary information to enable process of payment</i>
<b>Advance ticket selling for MLF</b>	<i>Online or phone bookings taken by our box office</i>	<i>Name, email, address,</i>	<i>Consent</i>	<i>Customers set up an account with Quay</i>

<b>events</b>	<i>provider Quay Tickets</i>	<i>credit card information</i>		<i>Tickets. (Customers can obtain detailed information on how the box office use and store personal information from Quay Tickets)</i>
<b>Recruitment of staff</b>	<i>Job applications/CVs and anonymous equal opportunities monitoring forms requested from applicants</i>	<i>Names, contact details, employment history, education and training information and referee details</i>	<i>Consent</i>	<i>All job applications received are logged in spread sheet and stored securely online. All unsuccessful applications stored for 12 months and successful applications for 12 months following resignation/dismissal from the company. Any paper print outs of applications shredded once recruitment process completed.</i>
<b>Monitoring of festival staff for funders</b>	<i>Anonymised data provided to public funders Arts Council England and Manchester City Council</i>	<i>Personal information (age, gender, racial background and disability status) collated for online reporting</i>	<i>Consent</i>	<i>Consent given via signature of GDPR Data protection policy</i>
<b>Appointment and maintenance of Trustees details</b>	<i>Details provided for annual reporting to Companies House and Charity Commission</i>	<i>Name, contact details, DOB, personal identifiers, details of other directorships</i>	<i>Consent</i>	<i>Trustees requested in writing to provide necessary details in order to process appointment. Can resign by giving notice at quarterly board meetings.</i>
<b>Volunteer recruitment, monitoring and shift scheduling</b>	<i>Annual invitation for people to apply to volunteer at MLF via online application on MLF website and self-regulating shift booking system using Go2Give online portal</i>	<i>Name, email, phone number, photograph (also collect personal information for anonymised monitoring purposes)</i>	<i>Consent</i>	<i>Potential volunteers provide contact information via online portal and photographs and other personal information on appointment. All volunteers contacted annually and asked if they wish to remain on the list for following year or be removed.</i>
<b>DBS checks for staff and volunteers working with</b>	<i>Use online uCheck service to process DBS checks as required</i>	<i>Name, contact details, proof</i>	<i>Consent</i>	<i>Staff to be checked complete personal information online and provide 2 physical</i>

<i>children or vulnerable adults</i>		<i>of identity</i>		<i>proofs of identity to be checked by staff manager. Staff details are deleted from the uCheck portal 2 years after the termination of their contract.</i>
<b>Registers of project participants</b>	<i>Participants of community/ education projects such as Story Time with Dad provide contact information and tick sign in sheets to enable us to communicate with them between sessions and monitor attendance (anonymous information reported to funders)</i>	<i>Name, contact details</i>	<i>Consent</i>	<i>Participants asked to complete communication consent forms, including permission to take and use photographs where appropriate</i>
<b>Charitable Trusts/Foundations</b>	<i>Written proposals sent via email and/or post to apply for project funding and to report on Grants received</i>	<i>Name and address, contact details, publicly available trust information: application criteria, deadline dates. Bank details</i>	<i>Consent</i>	<i>Trust administrators request applications for funding and for recipients to complete Grant Reports to ensure funding is used for the purpose that it was given.</i>
<b>Sponsor Relations</b>	<i>Email and written communications by post to enable good sponsor relations and effective administration of sponsor agreements.</i>	<i>Name and address, email, publicly available information on sponsor companies and sponsor prospects. Bank details.</i>	<i>Consent</i>	<i>Fulfilment of our obligations to sponsors via agreed sponsorship agreements.</i>
<b>Donor Relations</b>	<i>Email and written correspondence to facilitate positive donor relations and administration of gifts via gift aid where appropriate.</i>	<i>Name and address, email, telephone number(s), bank details.</i>	<i>Consent</i>	<i>Fulfilment of efficient donor processing.</i>