

Arty Explorers

General Data Protection Regulation Policy (GDPR)

What data does Arty Explorers collect?

When a booking is made via Bookwhen, (<https://bookwhen.com/artyexplorer>) we ask for the following information in order to process your place in class.

Full Name

Phone Number

Email Address

Childs name

Childs date of birth

Childs gender

We also ask if you have

Any medical conditions

Any food allergies or intolerances and

Permission for taking photographs/videos within the class to use for marketing purposes

This is to ensure that we have the appropriate information with regards to your medical history/dietary needs to ensure that the class is tailored to any specific needs.

How do we collect this data?

This data is supplied to Arty Explorers at the booking stage via Bookwhen and or payment process via PayPal or bank transfer using a Halifax bank account. We receive the details you select at the time of making your booking. Information is then stored on our Bookwhen account, so that we have your details and can allocate a place for you in class. If you have made a payment using PayPal or via a bank transfer we also receive an email from PayPal or Halifax bank account confirming a class payment has been made.

Why do we collect this data?

We require your details so that we can allocate a place for you and your child in an Arty Explorers class and ensure that we are providing the correct service to you in class. We also ask for your phone number and email address, so we can get in touch with you should there be a problem in which we need to get hold of you to let you know.

Do we share this data?

Your data is not shared with or sold to any outside individuals.

Using Your Data for Marketing Purposes

Opting In

We require your permission to send any marketing or promotional emails. People must subscribe to our mailing list of their own volition, using the 'keeping you up-to-date' opt in field on your booking form in order for us to use the data you supply. If you do not your email address will never be used for this purpose.

Opting Out

If you subscribe to our mailing list but decide you would like to opt out of receiving further marketing emails you can unsubscribe at any time. There is a link on every one of our newsletters and promotional emails that will allow you to remove yourself from the mailing list. Once you have done so you will no longer receive marketing emails from Arty Explorers unless you choose to resubscribe at a time in the future.

How do we keep your data secure?

Data stored digitally

The information collected during the booking and payment process is stored on our website server and Bookwhen dashboard. The Arty Explorers website is hosted through Wordpress and they employ the following security measures to ensure all of the data collected is secure;

- WordPress employ full-time security consultants, dedicated to the security of customer information.
- WordPress is Payment Card Industry Data Security Standards (PCI DSS) compliant and is accredited as a level 1 service provider and merchant. This standard helps create a secure environment by increasing cardholder data, thus reducing credit card fraud. They regularly perform internal security audits to maintain our ISO/PCI security certifications.
- WordPress' signup and login services are completed through a secure server (HTTPS/SSL).
- WordPress uses cryptography hash functions to protect information. Passwords are stored as a hash digest and, in the event of a security breach, original passwords cannot be recovered from our servers.
- WordPress.com is certified under the EU-US Privacy Shield Framework and the Swiss-US privacy Shield Framework as set forth by the U.S. Department of Commerce, regarding the collection, use, and retention of personal information transferred from the European Union and Switzerland to the United States, and therefore adheres to the Privacy Shield Principles.
- WordPress is currently developing the tools to allow the right to access and the right to be forgotten, which will meet GDPR requirements.

Bookwhen act as the **data processor** for the data that Arty Explorers collect from attendees when using Bookwhen to make a class booking. These are the measures that Bookwhen have taken to ensure compliance with meeting the GDPR requirements as a processor:

As the data controller for Arty Explorers, Bookwhen have:

- Renewed and updated their [privacy policy](#).
- Created special [consent fields](#) which will appear in all booking forms so that you can opt-in to marketing messages and to agree to the privacy policy.
- Ensured you can exercise all of your data rights, namely to : - amend any of your personal data, get a report on all of your personal data held on your Bookwhen account, have the right to have that personal data deleted and object to the processing of that data. All of these functions will be available soon via the new Customer List, but in the meantime Bookwhen will happily perform any of these requests on your behalf.
- Employed the highest standards in terms of data security and protection including: - having a 'cloud' database located in London provided by best-in-class, Google Cloud Platform; having a strict data security organisational hierarchy meaning personal data from Arty Explorers account can only be accessed by limited individuals at Bookwhen and usually in anonymised or pseudonymised form; giving Arty Explorers the ability to automatically delete customer data after a certain period of time; having a clear 'security incident' protocol, including the reporting of any data breaches; and educating all Bookwhen staff on GDPR via a 12 hour course.

Digital class registers are kept on Dropbox which includes: your full name, phone number, child's name, photography/video consent, medical and allergy/intolerances and term attendance. These registers are used to supply information for a class (if and when needed) and to track the attendance of classes in that term. The digital register is kept on Dropbox for 24 months before being deleted.

- Dropbox is designed with multiple layers of protection, including secure data transfer, encryption, network configuration and application-level controls distributed across a scalable, secure infrastructure.
- Dropbox users can access files and folders at any time from a number of interfaces, including the desktop, web and mobile clients, or via third-party applications connected to Dropbox. Each has security settings and features that process and protect user data whilst ensuring ease of access. All of these clients connect to secure servers to provide access to files, allow file sharing with others and update linked devices when files are added, changed or deleted.

Your customer data will only be held for 12 months since your last Arty Explorers booking, after this time your customer data will be deleted.

Devices in our possession that have access to our Dropbox account are as follows;

Microsoft Laptop – Password Protected & Fingerprint Authentication

I phone 7 Mobile Device – PIN Security, Fingerprint & Retina Authentication

We employ security measures on all of our devices to ensure data is stored securely.

Data stored as a hard copy

We print out a class register of attendees for each class, this displays the following information only: your full name, phone number, child's name, photography/video consent, medical and allergy/intolerances and term attendance. These registers are used to supply information for a class (if and when needed) and to track the attendance of classes in that term. The register is printed to use within class on a weekly basis, this is kept confidentially by the class leader during class, in a lockable unit outside of class then transferred to the digital master copy before being destroyed once the term is completed.

Requesting a Copy of the Data we hold

The process

You can request a copy of all the data we currently hold on file for you. We are legally required to provide this to you free of charge and within a month of the original request.

Requesting we delete all data we hold

The process

If you want us to delete all information we have on file we are legally required to do so should you request it.