



Privacy Policy (June 2025)

Our contact details

Name: The Stringcredibles
Address: 55 Bunbury Road, Birmingham B31 2DS
Phone no: 07976 205794
E-mail: contact@thestringcredibles.com

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name, gender, date of birth, racial or ethnic origin, postal address, telephone number and email address)
- We also collect personal data when you voluntarily complete participant surveys to provide feedback, when you donate to our charity, or when you email us or contact us via our website or social media platforms. In general we try to keep as little data on you as possible.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- When you sign a contract with us
- When you register for a project or deliver work for us
- When you contact us in another way, such as when you voluntarily complete participant surveys to provide feedback, when you donate to our charity, or when you email us or contact us via our website or social media platforms.

We use the information that you have given us in order to deliver our work, undertake our contractual and legal obligations, and to fulfil our reporting obligations to the Charity Commission, Companies House and funders including Arts Council England.

We do not regularly share personal information with any other organisation or individual outside of The Stringcredibles. We may share this information if required to if we have a legal obligation (e.g. safeguarding obligations) or a vital interest (e.g. a medical professional).

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting contact@thestringcredibles.com**
- (b) We have a contractual obligation.**
- (c) We have a legal obligation.**
- (d) We have a vital interest.**
- (e) We need it to perform a public task.**
- (f) We have a legitimate interest.**

How we store your personal information

Your information is securely stored using 2-Factor Authentication. We use Dropbox and Google Drive to store data. These systems use servers based in the USA so your personal information may be transferred to systems in the USA when processed by The Stringcredibles. Data transfers between the UK and the USA are governed by the Data

Privacy Framework programme which ensures Data Protection standards are equivalent to those in the UK. Dropbox and Google are both listed on the Data Privacy framework list found here <https://www.dataprivacyframework.gov/list>. More information about the DPF can be found here: <https://www.dataprivacyframework.gov/Program-Overview>

We will only retain your personal information for as long as it is necessary to fulfil the purposes for which we collected it or to fulfil any legal, financial, accounting or reporting requirements, currently up to 7 years. We will then dispose your information by deleting it from our records permanently.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at contact@thestringcredibles.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at contact@thestringcredibles.com.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

This policy was adopted on 9 June 2025, and will be reviewed every two years.

Date approved: June 2025

Date of next review: June 2027