

Privacy Policy

1. Introduction

tiata fahodzi (“we”, “us”, “our”) is committed to protecting your personal information and respecting your privacy.

We are a UK-registered charity and comply with the **UK General Data Protection Regulation (UK GDPR)**, the **Data Protection Act 2018**, and relevant updates under the **Data (Use and Access) Act 2025**.

This Privacy Policy explains how we collect, use, store, share, and protect your personal data when you:

- Visit our website
- Contact us by email, telephone, post, or social media
- Make a donation or support our fundraising
- Attend our events, workshops, performances, or programmes
- Apply for employment, freelance, internship, or volunteer opportunities
- Subscribe to our newsletter or mailing lists
- Engage with our work in any other way

Please read this policy carefully.

Policy last updated: June 2026

2. Who We Are (Data Controller)

tiata fahodzi Limited is a charitable company registered in England and Wales.

- Company Number: 3440596
- Charity Number: 1108416

We are the **data controller** responsible for your personal data.

Contact details

tiata fahodzi Limited
31 Fairview Way
Edgware
Middlesex
HA8 8JE
United Kingdom

Email: info@tiatafahodzi.com

Website: www.tiatafahodzi.com

We are not required to appoint a Data Protection Officer. If you have any questions about this policy or your data protection rights or wish to make a complaint about our use of your data, please contact us using the details above.

3. Personal Data We Collect

We collect and process different types of personal data depending on your relationship with us.

Information you provide directly

- Name
- Email address
- Postal address
- Telephone number
- Donation and payment details (via third parties)
- Event booking and attendance details
- Volunteer or job application information
- Employment history and recruitment data
- Equal opportunities monitoring data (optional)
- Correspondence and enquiries
- Emergency contact details (where required for participation)

Information collected automatically

When you visit our website, we may collect:

- IP address
- Device and browser information
- Pages visited and usage behaviour
- Referral sources
- Cookies and analytics identifiers

Special category data (sensitive data)

In limited cases, we may collect special category data such as:

- Accessibility requirements
- Health or wellbeing information relevant to participation
- Diversity and equality monitoring data

Where we process this type of data, we rely on explicit consent, legal obligations, or another lawful basis under Article 9 UK GDPR.

4. How We Use Your Personal Data

We use your data to:

- Respond to enquiries
- Deliver artistic, educational, and community programmes
- Manage event bookings and participation
- Process donations and maintain financial records
- Administer volunteering, recruitment, and artist engagement
- Send newsletters and marketing communications (where permitted)
- Improve our services, website, and audience experience
- Conduct monitoring, evaluation, and impact reporting
- Meet legal, safeguarding, and regulatory obligations
- Prevent fraud and protect our organisation and users

5. Lawful Bases for Processing

We only process personal data where a lawful basis applies:

Consent

Where you have given clear consent (e.g. newsletters or marketing).

Contract

Where processing is necessary to fulfil a contract or pre-contract steps.

Legal obligation

Where we must comply with legal requirements (e.g. accounting, tax, safeguarding).

Legitimate interests

Where processing is necessary for our legitimate interests as a charity, and does not override your rights and freedoms, we may rely on recognised legitimate interests introduced under UK data protection law where applicable.

Examples include:

- Managing supporter relationships
- Improving services and operations
- Maintaining records
- Ensuring security of systems and data

Where we rely on legitimate interests, we carry out a **Legitimate Interests Assessment (LIA)** where appropriate.

6. Marketing, Newsletters and Communications

We may send you updates about our work, including performances, events, fundraising, and opportunities.

We use **Mailchimp** to manage email communications. When you subscribe, Mailchimp may process:

- Name
- Email address
- Engagement data (e.g. opens, clicks)

Mailchimp may process data outside the UK. Where this occurs, appropriate transfer safeguards are applied in accordance with UK data protection law. For more information, please see Mailchimp's privacy notice.

Legal basis for marketing

We will only send electronic marketing where:

- You have given consent, or
- We are otherwise permitted under UK PECR rules

Your rights

You can withdraw consent or opt out at any time by:

- Clicking “unsubscribe” in emails
- Contacting us at info@tiatafahodzi.com

Withdrawal of consent does not affect prior lawful processing.

7. Donations and Payment Processing

We use third-party providers such as **JustGiving** for donations and fundraising.

When you donate, your data may be processed by both us and JustGiving as separate controllers.

We may receive:

- Name
- Contact details
- Donation amount
- Gift Aid eligibility information
- Communication preferences (if shared)

We use this data to:

- Process donations
- Issue acknowledgements
- Manage Gift Aid claims
- Maintain financial records
- Understand fundraising performance

We do not store full payment card details.

All payment providers process data under their own privacy policies and applicable law.

8. Sharing Your Personal Data

We may share your data with trusted third parties where necessary:

Data processors (acting under our instructions)

- Website hosting providers
- Email marketing platforms (e.g. Mailchimp)
- Payment processors (e.g. JustGiving)
- Ticketing and event systems
- IT and cloud service providers

Independent controllers

- HM Revenue & Customs (HMRC)
- Regulators (including the ICO)
- Law enforcement agencies (where required by law)
- Funders (usually anonymised or aggregated reporting)
- Professional advisers (legal, accounting, HR, audit)

We ensure all processors are contractually required to keep data secure and only process it under our instructions.

We will never sell your personal data.

9. International Transfers

Some service providers may transfer or store data outside the UK.

Where this occurs, we ensure appropriate safeguards are in place, such as; the UK International Data Transfer Agreement (IDTA) or the UK Addendum to the EU Standard Contractual Clauses, where appropriate. These safeguards ensure your data receives an equivalent level of protection.

10. Data Retention

We keep personal data only for as long as necessary for the purposes for which it was collected, including legal, accounting, tax, and safeguarding requirements.

Retention periods vary depending on the type of data, but typically include:

- Financial records: up to 6–7 years
- Donation records: up to 7 years
- Recruitment data (unsuccessful candidates): up to 12 months
- Mailing list data: until unsubscribed + periodic review
- Event data: up to 2 years after event completion

When data is no longer required, it is securely deleted or anonymised.

11. Your Rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete personal data
- Request deletion of your personal data in certain circumstances
- Request restriction of, or object to, the processing of your personal data in certain circumstances
- Withdraw your consent at any time where we rely on consent to process your personal data
- Request a copy of your personal data in a portable format where applicable
- Lodge a complaint with the Information Commissioner's Office (ICO) if you believe your data protection rights have been breached

Response times

We will respond without undue delay and normally within one month of receiving a valid request. Where we require further information to verify your identity or clarify your request, the response period may be paused until the necessary information is received. Where a request is particularly complex or involves multiple requests, we may extend this period by up to a further two months and will inform you if this applies.

Exercising your rights

Contact us using the details in Section 2.

12. Cookies and Analytics

We use cookies and similar technologies to:

- Ensure the website functions properly
- Improve performance and user experience
- Analyse website traffic and usage

Cookies used may include:

- Strictly necessary cookies
- Analytical/performance cookies
- Functional cookies

We use a cookie consent mechanism that allows you to manage preferences.

You can also control cookies through your browser settings.

For full details, see our separate Cookie Policy.

13. Automated Decision-Making and Profiling

We do not use automated decision-making or profiling that produces legal or similarly significant effects on individuals.

14. Data Security

We take appropriate technical and organisational measures to protect personal data from:

- Loss
- Misuse
- Unauthorised access
- Disclosure
- Alteration

While we take strong precautions, no internet transmission is completely secure.

Data Breach

A data breach is any act or omission which compromises the security, confidentiality, integrity or availability of personal data. This could include a problem with our (or a third party's) security safeguards that causes personal data to be lost or accidentally shared with unauthorised people.

In the event of a personal data breach, we will take prompt steps to investigate and contain the incident, assess the potential impact on affected individuals, and implement measures to prevent a recurrence.

If a data breach occurs and is likely to result in a risk to the rights and freedoms of an individual, we'll report it to the Information Commissioner's Office within 72 hours of us becoming aware of the breach. We may report it in more than one instalment.

Where a data breach is likely to result in a high risk to the rights and freedoms of individuals, we'll also directly inform them about the breach and provide information about the nature of the breach, the likely consequences, and any steps they can take to protect themselves. If the breach is serious, we may also notify the public as soon as possible.

15. Third-Party Websites

Our website may contain links to external sites.

We are not responsible for the privacy practices of those organisations and encourage you to read their privacy policies before providing personal information.

16. Children's Data

Where we process children's data, we:

- Do so in line with safeguarding requirements
- Take additional care in data handling
- Obtain parental or guardian consent where required

17. Complaints

How we handle privacy complaints

If you have concerns about how we collect, use or protect your personal data, you may submit a complaint by email, post or other available contact methods.

We will acknowledge your complaint and investigate it appropriately.

We will inform you of the outcome of our investigation and any actions taken.

We aim to respond within 30 days, although complex matters may take longer.

If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office (ICO).

Information Commissioner's Office (ICO)

Website: <https://ico.org.uk/>

18. Changes to This Policy

We may update this Privacy Policy from time to time.

Any updates will be posted on this page with a revised “Last updated” date.

19. Contact Us

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HA8 8JE
United Kingdom

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Website: www.tiatafahodzi.com