**Privacy Policy**

Produced Moon is committed to keeping your personal information safe and meeting our responsibilities under privacy law. Personal data is information that can be used to identify you. Your personal data is yours, and we want you to be confident that we are using it responsibly, in accordance with the law, and that you can tell us to stop using it if you want.

This Privacy Policy gives you detailed information on why and when we collect your personal information, how we use it, how we keep it secure, and how you can let us know if you would like us to change how we manage it.

**Who we are**

Produced Moon is a creative charitable organisation making digital and live experiences in the UK and internationally. Many of our projects are free to attend and access. Produced Moon is a Scottish Charitable Incorporated Organisation (SCIO), (no. SC050021). Contact details for Produced Moon: Platform Theatre, 1000 Westerhouse Road, Easterhouse, Glasgow

Produced Moon will hold the personal data you provide, and will ensure it is used and stored in accordance with the Data Protection Act (2018), the Privacy and Electronic Communication Regulations (2003) and as of the 25th of May 2018, the EU General Data Protection Regulation (EU 2016/679).

If you have questions regarding your information or its use, please contact our Co-Artistic Director Leonie Rae Gasson on leonie@producedmoon.co.uk, or by post using the details above.

This policy may change from time to time – for example, to take into account changes at Produced Moon or to reflect changes regulation or legislation. It was last updated on 22nd February 2021.

Updates to this policy will be posted on this page – please check back from time to time. We may also inform you of any changes by email where appropriate. Further information on data protection regulations and laws can be found here: https://ico.org.uk/for-the-public

**Why we collect personal information**

We will only collect enough personal data from you to provide the services we endeavour to deliver and will only do this if we have one of the lawful basis for collecting data.

**What data we may hold about you**

We collect and retain information about you that you have given us in different ways.

* You call into one of our phone experiences
* Applying for a job or opportunity
* You complete an evaluation, feedback, equal opportunity or emergency contact form
* You donate to Produced Moon SCIO
* You are in a photograph, audio piece or film commissioned or made by Produced Moon.
* You use our website
* You subscribe to our mailing lists
* You engage with us via social media platforms
* You attend a workshop or event
* Contact us via email, phone, in person or by post
* You have told a third party you are happy to share your data

We may also collect information from publicly available and privately subscribed sources as part of our fundraising process. This may include obtaining information from individuals working on our behalf such as our Board and from organisations that represent business development opportunities for potential partners.‍

**How we use data about you**

We are committed to protecting your personal information, we have robust processes in place to protect it from unauthorised access and improper use. We may use your data to do things like:

* Contact you with important information relating to a workshop or event that you’ve booked
* Send you updates and information about Produced Moon and our events
* Contact you regarding fundraising events
* Learn from your experience and feedback to develop our work
* Undertake evaluation
* Keep our database accurate, relevant and up to date

We will not sell, distribute or disclose your information to third parties. However, from time to time, we may send you information from a sponsor, partner or arts organisation.

We have implemented Google Analytics Demographics. This uses cookies to gather website visitor data, such as age, gender, and interests. We are using this to identify the key interests and demographics of our users, in order to optimise website content and improve user experience. This data remains anonymous; no personally identifiable information is collected. You are able to opt out of Google Analytics for Display Advertising at any time. We comply with the European Union User Consent Policy.

**How we keep your data safe**

To protect your privacy we will make sure your data is kept securely and disclosed only to relevant organisations or Produced Moon representatives. We will not keep more information than is needed, or retain for any period longer than is necessary . The maximum length of time we hold your data is four years.

A request for access to your personal information must be made in writing and addressed to the above. You should include some identification, such as a copy of your driving licence or a utility bill.

**How to unsubscribe**

You can unsubscribe from any or all of Produced Moon’s services at any time, just click on the relevant links on our website or in the emails we send you.

**Contact us**

If you have any questions or concerns about the way in which we handle your personal information, please email our Co-Artistic Director Leonie Rae Gasson on leonie@producedmoon.co.uk.

**Data protection policy for personal data stored in the Phone Platform (phone system used for HOTLINE):**

* In the Phone Platform we process personal data given to us by users of a project, for the purposes of engaging with the project (legal basis: fulfilment of a contract).
* The personal data we store consists of mobile phone numbers, as well as any voice messages recorded during the piece. All data is anonymised, unless the caller chooses to identify themselves within the message that they leave.
* The data captured is used to facilitate the caller moving through the automated phone experience.
* We also store this data within the system for a limited period, in order to report anonymously on the number of users of each project (legal basis: legitimate business interest), in line with our Privacy Policy. This is reviewed on an ongoing basis.
* No other personal data is collected in relation to HOTLINE.
* Numbers are stored on the Phone Platform until the end of the game’s run: March 8 2021. After which they will be permanently deleted.
* After completing the adventure, players will receive one further message from the Phone Platform asking them to give feedback on their experience. The message will include a hyperlink taking them through to the Tron Theatre’s website.
* We have a strict policy against attempting to identify users of HOTLINE, and data is never used for any purposes other than those described above.
* By calling HOTLINE you agree that the person who owns the phone used for playing HOTLINE is 13 years or over and consents to their phone number being stored as per the duration above.

**Data security in the Phone Platform**

∙ The Phone Platform hosted in Tomcat,  *you can view their Privacy Policy here:* [*http://www.tomcathosting.net/privacy-policy#:~:text=Tomcat%20Hosting%20values%20each%20individual's,who%20shares%20information%20with%20us.&text=This%20company%20does%20not%20retain,payment%20details%20in%20our%20system*](http://www.tomcathosting.net/privacy-policy#:~:text=Tomcat%20Hosting%20values%20each%20individual's,who%20shares%20information%20with%20us.&text=This%20company%20does%20not%20retain,payment%20details%20in%20our%20system)*.*

∙ Phone calls are managed using a third party provider Plivo, *you can view their privacy policy here:* [*https://www.plivo.com/legal/privacy/#:~:text=Plivo%20does%20not%20sell%20or,access%20to%20your%20personal%20data*](https://www.plivo.com/legal/privacy/#:~:text=Plivo%20does%20not%20sell%20or,access%20to%20your%20personal%20data)*.*

∙ Our Tomcat account, Plivo accounts and Phone Platform accounts are all password protected; only appropriately trained members of the creative team (>10 people) have access.