

Produced Moon's Privacy Policy

This document is a privacy policy. We know policies are often boring, dense and confusing. While we've done our best to make this accessible, we recognise that for many it still won't be.

Your personal data is information that can be used to identify you. It's yours and it's valuable. We're committed to respecting your privacy, defending your agency to manage your own data, and to keeping your personal information safe. This privacy policy outlines how we're going to do that.

We want everyone engaging with Produced Moon to feel confident that we're using your data responsibly and in accordance with the law. You can always get in touch with us at mel@producedmoon.co.uk to ask what data we hold about you, and to ask for the data to be changed or removed.

Who are we?

Produced Moon is a creative charitable organisation making digital and live experiences in the UK and internationally.

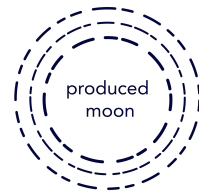
We're a Scottish Charitable Incorporated Organisation (SCIO), (no. SC050021), registered at Platform Theatre, 1000 Westerhouse Road, Easterhouse, Glasgow.

We are the **data controller**, we will decide the means and purpose of processing your data.

What's this policy about?

This policy will explain how we process your personal data as a data controller.

This includes the data we process on our website and digital applications, and any personal data processed as part of Produced Moon shows, projects or workshops, this is referred to collectively as the "**Service**"



This policy may change from time to time. Updates to this policy will be posted on our website. Please visit www.producedmoon.co.uk to find the most updated policy, or contact us at mel@producedmoon.co.uk

[How can you contact us?](#)

If you want to get in touch for any reason, you can always contact us on:
mel@producedmoon.co.uk

If we can't resolve your issue, you can also get in touch with the Information Commissioner's Office in the UK at: <https://ico.org.uk/concerns>.

[What are your rights?](#)

You have the following rights:

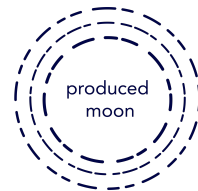
- Ask us to send a copy of the data we hold about you to you, or to someone else.
- Ask us to restrict, stop processing, or delete your data.
- Object to our processing of your data.
- Object to use of your data for direct marketing, i.e. us getting in touch about an upcoming show. We'd never share your data with anyone else unless you directly asked us to.
- Ask us to correct inaccuracies in your data.

If we rely on consent to process data, you can withdraw or modify your consent by contacting us at **mel@producedmoon.co.uk**.

[Your data](#)

We'll only ever collect data from you to provide the service you're using, i.e. our website, seeing a show. We'll only do this if we have a lawful basis to collect data.

We'll collect your data in the following circumstances:



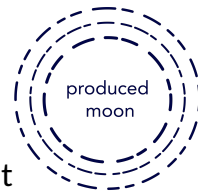
1. You call into one of our phone experiences
2. You use our website. We collect information about:
 - a. How you found our website
 - b. The pages you visit,
 - c. How often you visit them,
 - d. How long you spend there.
3. You apply for a job or opportunity
4. You complete an evaluation, feedback, equal opportunity or emergency contact form
5. You donate to Produced Moon SCIO
6. You are in a photograph, audio piece or film commissioned or made by Produced Moon.
7. You subscribe to our mailing lists
8. You engage with us via social media platforms
9. You attend a workshop or event
10. You contact us via email, phone, in person or by post
11. You have told a third party you are happy to share your data

We may also collect information from publicly available sources as part of research or fundraising processes. This may include obtaining information from individuals working on our behalf such as our Board.

In all instances above, the data we hold on you is the data you have directly shared with us, for example your contact number (if calling into a phone experience), or your name and email (if emailing us). Additional notes 1 and 2 below offer more detail on personal data collection and storage for Produced Moon's phone experiences (1) and website (2).

[How we use your data](#)

We'll never share your data with anyone else without your direct and informed consent, and we have robust processes in place to keep your data safe. We will use your data to do things you've asked us to do. For example:



- 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.
- Invite you to engage in evaluation, so your feedback can develop our work.
- Keep our database accurate, relevant and up to date.

How we keep your data safe

To protect your privacy we will make sure your data is stored 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. Data that remains in use, for example, emails on our mailing list, or photos used for documentation or marketing purposes, will continue to be held whilst the mailing list/webpage/project is still active. Once data is no longer in use, the maximum additional length of time we will hold your data for is four years.

A request for access to your personal information must be made in writing and addressed to Produced Moon at mel@producedmoon.co.uk. We'd ask that you include some identification, such as a copy of your driving licence or a utility bill so that we can confirm the data being requested is in fact yours.

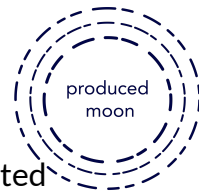
What is this policy based on?

Like most policies, our commitments to protecting your data are rooted in your legal rights. We'll hold the personal data you provide and ensure its used and stored in accordance with the:

- Data Protection Act (2018),
- Privacy and Electronic Communication Regulations (2003)
- EU General Data Protection Regulation (EU 2016/679).

Additional Note 1: The Phone Platform

- The personal data we store consists of mobile phone numbers, and any voice messages recorded during the piece.
- All data is anonymised, unless the caller chooses to identify themselves.



- 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.
- Numbers are stored on the Phone Platform until the end of the show's run, after which they will be permanently deleted.
- After completing the adventure, players will receive one further message asking them to give feedback on their experience.
- We have a strict policy against attempting to identify users of any phone platform experience. Data is never used for any purposes other than those described above.
- By calling our phone platform you agree that the person who owns the phone used is 13 years or over and consents to their phone number being stored.

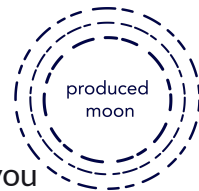
The Phone Platform hosted in Tomcat, you can view their Privacy Policy [here](#).

Phone calls are managed using a third party provider Plivo, you can view their privacy policy [here](#). Our Tomcat account, Plivo accounts and Phone Platform accounts are all password protected; only appropriately trained members of the creative team (less than 10 people) have access.

[Additional Note 2: Produced Moon's Website](#)

Our website is hosted on the Wix.com platform. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall. Please see WIX's [privacy policy](#) for further information on their storage and use of your data.

We may pass your information to our third party service providers, for example to send you a ticket through eventbrite. We'll only give your data if you've asked us to or if we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.



As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union (“EU”). If this does happen, we’ll take steps to ensure that appropriate security measures are taken to ensure that your privacy rights continue to be protected as outlined in this policy.

Cookies

Our website uses cookies to help us provide you with the best experience. Cookies are small text files that are placed on your computer or mobile phone when you browse websites. A Cookie Consent Banner will appear when you visit our website where you can accept or decline our use of them.

We do not use cookies to:

- Collect any personally identifiable information (without your express permission)
- Collect any sensitive information
- Pass personally identifiable data to third parties
- Pay sales commissions

Our site includes functionality provided by third parties:

- YouTube - [Privacy Policy](#) powers the videos on our site
- Google - [Privacy Policy](#)

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. You can do this by downloading a browser add-on from Google, [here](#).



We comply with the European Union User Consent Policy.