Door in the Wall Arts Access CIC

Privacy and Data Protection Policy

1. Overview

At Door in the Wall Arts Access CIC ("we", "our", or "us"), the privacy and security of your personal information are very important to us. We are committed to handling your information carefully, keeping it secure, and being clear about how we use it.

This policy explains how we collect, use, store, and protect personal data through our website, programmes, events, services, volunteering activities, and other interactions with us.

2. Important information

Door in the Wall Arts Access CIC is the controller of your personal data and is responsible for protecting it in line with UK data protection law.

Contact details

Data Protection Officer:
Tzipporah Johnston
Email: hello@doorinthewall.co.uk
Address: 26a Abercromby Place, Edinburgh, EH3 6QE
Phone: 0131 624 0084 / 07305853884

If you have concerns about how we use your data, please contact us first so we can try to resolve the issue.

You also have the right to contact the Information Commissioner's Office (ICO), the UK's data protection regulator.

3. Changes to this policy

We review this policy regularly and may update it from time to time.

Last updated: 15/05/2026

4. Third-party websites

Our website may include links to other websites. These websites are not covered by this policy. We encourage you to read their privacy policies separately.

5. How we collect personal data

We collect personal data in different ways, including when you:

- sign up to newsletters or mailing lists,
- register for events,
- apply for programmes, commissions, opportunities, jobs, or volunteering roles,
- join Neuk Collective,
- request support or information,
- complete forms or surveys,
- contact us by email, phone, social media, or online forms,
- take part in meetings, workshops, mentoring, or consultations,
- submit volunteer expenses, monitoring information, or feedback,
- or interact with our website.

We may also collect technical information through cookies and website analytics tools.

Sometimes we receive information through third-party platforms we use, including:

- Humanitix,
- Eventbrite,
- Mailchimp,
- Jotform,
- Google Forms,

- and Google Analytics.

Some of these services may store data outside the UK.

6. The types of data we collect

Depending on how you interact with us, we may collect:

- contact details,
- emergency contact details,
- application information,
- financial information needed for payments,
- access information,
- attendance records,
- volunteer records,
- training records,
- monitoring and evaluation information,
- communications and correspondence,
- safeguarding information,
- PVG or criminal convictions information where relevant,
- and website usage data.

As a disability-led organisation, we sometimes collect special category data where this is relevant to providing support, improving accessibility, meeting legal obligations, safeguarding, monitoring equality, or assessing eligibility for opportunities.

This may include information about:

- disability and/or neurodivergence,
- race or ethnic origin,
- sexual orientation,
- health or access needs,
- or criminal convictions data where relevant.

We only collect this information where there is a clear reason to do so.

7. How we use personal data

We only use personal data where the law allows us to.

We may use personal data to:

- provide programmes, services, events, and support,
- manage memberships and volunteering,
- process applications,
- communicate with participants, volunteers, artists, staff, and supporters,
- organise events and activities,
- make payments or reimburse expenses,
- improve accessibility,
- carry out safeguarding responsibilities,
- monitor and evaluate our work,
- meet legal or funding requirements,
- improve our services,
- and manage our organisation safely and effectively.

We may also use information for reporting, monitoring, and evaluation purposes. Wherever possible, we will anonymise this information.

We do not sell personal data to third parties.

8. Legal basis for using personal data

We usually process personal data because:

- we have your consent,
- it is necessary for providing a service or managing a relationship with you,
- it is necessary for our legitimate organisational interests,
- or we are legally required to do so.

Where we process special category data or criminal convictions data, we will only do so where there is a lawful basis under data protection law.

9. Volunteering data

We also collect and process personal data relating to volunteers.

This may include:

- contact details,
- emergency contacts,
- access information,
- training records,
- volunteer hours,
- expenses information,
- safeguarding or PVG information,
- notes relating to volunteer support,
- and communications connected to volunteering activities.

We may need to share limited volunteer information with insurers, PVG services, safeguarding agencies, or relevant staff members where necessary.

10. Data retention

We only keep personal data for as long as we reasonably need it for organisational, legal, safeguarding, insurance, or financial purposes.

When information is no longer needed, we will securely delete or anonymise it.

11. International transfers

Some of the third-party services we use store data outside the UK.

We aim to use GDPR-compliant providers and take reasonable steps to ensure personal data is protected appropriately.

12. Data security

We take data security seriously.

We have measures in place to help prevent personal data from being:

- lost,
- accessed without permission,
- misused,
- altered,
- or shared inappropriately.

We limit access to personal data to people who need it for their role.

We also have procedures in place for responding to suspected data breaches.

13. Your rights

Under data protection law, you have rights including:

- the right to access your data,
- correct inaccurate data,
- request deletion of data,
- restrict how data is used,
- object to certain types of processing,
- and withdraw consent where consent is being relied upon.

To make a request relating to your data, please contact us using the details above.

14. Contact us

If you have questions about this policy or how your information is used, please contact:

Tzipporah Johnston

hello@doorinthewall.co.uk