

# CREATION FEST

## Privacy Policy

Creation Fest Limited is a charity registered in the England and Wales (1121924). We are also a company limited by guarantee, registered in England and Wales (05824431).

This document explains what to expect when Creation Fest collects and uses your personal information. We encourage you to carefully read this notice. If you need more information or further clarification, please contact us.

Postal address: Creation Fest Limited, The Good Shed, Southern Way, Wadebridge, Cornwall PL27 7BX.

Phone: 0844 8794 703

Email: [info@creationfest.org.uk](mailto:info@creationfest.org.uk)

### Our promise

Creation Fest is committed to respecting your privacy and ensuring that the personal information you have entrusted to us is held securely. We process your data in accordance with the 2018 General Data Protection Regulations, which give you more control over the personal information we hold about you.

### How we collect personal information

We collect personal information in the following ways:

#### Directly from you when you:

- Register to be a volunteer
- Register to camp at the festival

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# CREATION FEST

- Make a donation
- Contact us with an enquiry
- Sign up to receive our newsletter
- Are a Church Leader or have a key role within a church that works in partnership with Creation Fest UK
- Apply to perform as an artist or speaker at one of our events
- Apply to exhibit or be a food vendor at one of our events

## Third Party Data

In our day-to-day operations, we use a variety of third party providers. All of these have been chosen with due consideration of how they store and process their data.

- Basecamp (Organisation): <https://basecamp.com/about/policies/privacy/privacy-shield>
- Dropbox (Data storage): <https://www.dropbox.com/privacy>
- Google (Website analytics): <https://support.google.com/analytics/answer/6004245?hl=en>
- Google Drive (Data storage): <https://policies.google.com/privacy/update?hl=en-GB&gl=uk>
- Mail Chimp (Email Services): <https://mailchimp.com/legal/privacy/>
- Type Form (Applications (Band, venders, speakers) and feedback services): <https://admin.typeform.com/to/dwk6gt>
- Office 365 (Email, Storage, Software, Surveys) <https://products.office.com/en-gb/business/office-365-trust-center-privacy>
- Brushfire (Bookings) <https://brushfire.com/legal/Privacy>
- Unfold Studio (website) <https://unfoldstudio.com/privacy-cookies/>
- Financial

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- Full time volunteer sponsorship (Pushpay  
<https://pushpay.com/legal-center/privacy/>) (stewardship  
<https://www.stewardship.org.uk/privacy/privacy-notice>)
- Total Giving (External Giving)  
<https://www.totalgiving.co.uk/privacy>
- iZettle (Festival Café)  
<https://www.izettle.com/gb/help/articles/2938013-gdpr>

## Types of personal information we collect

We collect a variety of different types of personal information, including the following:

- Personal identifiers such as your title, name and year of birth
- Contact details including postal address, post code, email and telephone number
- Financial information such as your bank details
- Whether you are a UK tax payer
- Records of your contact with us

## Sensitive personal data

The Data Protection Act recognises some information as 'sensitive personal data'. This includes, but is not limited to, information which reveals your religious beliefs, health issues, race or ethnic origin.

Additionally, we may collect details about illnesses and/or additional needs as provided to us in order to make necessary arrangements for participation at the events through the year.

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Creation Fest will always treat sensitive personal data with greater care and process the information in accordance with the Data Protection Act.

## Why do we collect your personal information?

- To manage and coordinate our staff, volunteers and campers
- To process any donations that are given to us and collect Gift Aid on donations if applicable
- To make sure you are the right age to volunteer on the Creation Fest team, camp alone and/or attend our Kids and Youth venues.
- To enable us to contact you if you have applied to be part of the festival (activities, vendors, artists, exhibitors, speakers, volunteers, campers)
- To keep you informed about Creation Fest's work (see marketing permissions)
- To enable team leaders to coordinate and communicate with their volunteer teams

## Credit and Debit Card Payment Information

Creation Fest uses trusted donation providers (Total Giving and PayPal) for our online donations. These are processed securely and in accordance with the Payment Card Industry Data Security Standard. Our offline donations are processed securely, making sure all personal details are stored in accordance with requirements and only retained for as long as legally required.

## Marketing permissions

Keeping in touch to provide you with updates on the festival and other year-round events, as well as to let you know how your financial support helps us is an important part of how we operate.

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# CREATION FEST

One of our main methods of communication is email, but we will always ask for your permission before emailing and you can unsubscribe at any time.

You can update your preferences using any of the method below:

- Emailing [info@creationfest.org.uk](mailto:info@creationfest.org.uk)
- Clicking the 'unsubscribe' link included in each email communication we send
- Calling our friendly team on 0844 8794 703

If you have given us your postal address and indicated that you are happy to receive postal communications from us, we may also keep in touch via this method. Again, you may update your preferences at any time by contacting us.

Last updated: 03.04.19

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