

CLOD ENSEMBLE

PRIVACY POLICY

Respecting your privacy and safeguarding your data

Clod Ensemble are a touring performance company and registered charity. We want to learn more about our audiences, improve our communications and deepen our engagement. As part of this commitment Clod Ensemble promise to take good care of your personal data and uphold your privacy.

This policy will address the following questions for each interaction you might have with us:

- What personal data are we collecting?
- Why do we collect this information?
- How are we processing and protecting it?

When you visit our website

Clodensemble.com and performingmedicine.com are owned and managed by Clod Ensemble. When you use our website, you are agreeing to the terms set out below.

Our website uses the web analytics service Google Analytics. Google Analytics uses “cookies”, which are text files placed on your computer, to help analyse how you use our site. The information generated by the cookie about your use of the website (including your IP address) is transmitted to and stored by Google on servers in the United States.

Google will use this information for the purpose of evaluating your use of the website and compiling reports on website activity for us. They may also transfer this information to third parties where required to do so by law, or where such third parties process the information on their behalf. Google will not associate your IP address with any other data held by Google.

To opt out of being tracked by Google Analytics across all websites visit

<http://tools.google.com/dlpage/gaoptout>

Links to other websites

From time to time our website may contain links to other websites. We are not responsible for the privacy practices or content of other websites so please refer to those websites' privacy policies.

When you join our mailing list

CLOD ENSEMBLE
C2, Design District
3 Cripps Yard, Soames Walk
London, SE10 0BQ
020 7749 0555

Charity registered in England no. 1064633
Company no. 3251499
VAT registration no. 769 3918 69

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If you would like to join our mailing list you will be asked to actively opt in and will be given the opportunity to read this Privacy Policy beforehand. Your email address will be saved by the American e-marketing company MailChimp. We will send you regular updates on our work and events and let you know how to book tickets to our productions. From time to time we may also ask if you would like to become a friend of the company or make a donation. Each email we send will include details of how to unsubscribe from our mailing list. We will not contact you again if you choose to opt out of receiving emails from us.

When you make a donation

When you make a donation, we will keep a record of the details of the gift (amount, date, purpose) and your Gift Aid status and your name, address and email address. We will not add you to our mailing list without your permission. If a donor wishes to remain anonymous, this is noted at the time of their donation and no information about their gift to the company is shared outside of the necessary staff team. We do not collect or store credit card or bank details of donors. If you choose to make a donation via Donorbox.org, this information is stored by Donorbox. For more information about their privacy policy, please visit <https://donorbox.org/privacy>.

When you attend one of our shows at a partner venue

We may receive your personal information from our partners or presenting venues if you opt-in to share your details with us when you make a booking or enquiry about one of our shows. This personal information may include your name, address, email address, telephone number, country of residence and postcode.

We collect and retain this data for marketing and analysing purposes and hold no more information than is sufficient for those purposes. We will never sell, rent or trade your personal information to third parties.

When you attend an event run by Clod Ensemble

When booking for an event run by Clod Ensemble we will ask you for your name and email address for administration purposes. You will also be given the option of joining our mailing list. We will not add you to our mailing list without your permission. We may also ask you about your access requirements. This is in order to help us support your needs and will only be kept on record for as long as is necessary to deliver the event.

When you share feedback with us

We may ask you to share your feedback on a production or event you have attended. Our feedback forms will always include information on how your comments will be used and let

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you know who the information will be shared with. This might include the general public, our audiences, funders, board and other stakeholders.

When you complete our Equal Opportunities form

When you complete our Equal Opportunities form we ask you to share sensitive information about yourself, including your gender, age, sexuality and whether you consider yourself to have a disability. Selecting not to include any of this information will also be an available option. This information is collected anonymously and we will ensure that your data remains confidential. We will only share this information as a set of anonymous figures.

Security of data and who we might share your personal information with

Clod Ensemble stores all personal information on a server in a secure environment. While we cannot guarantee the security of the internet, we do take precautions to protect your information. All information we store is password protected, and these passwords are accessible only to those with permission to see it. As such, only employees and approved contractors and developers who need the information to perform specific jobs have access to personal information.

Your personal information might be passed to a third party if they need it to provide you with services, to execute the communications we send to you, to process a donation, or where you have otherwise consented to being contacted by selected third parties, such as artistic partners and associates. Examples of these third parties include our bulk email distribution service provider and audience analyses. Some of our suppliers run their operations outside the European Economic Area (EEA). Although they may not be subject to the same data protection laws as companies based in the UK, we will take steps to make sure they provide an adequate level of protection in accordance with UK data protection law. By submitting your personal information to us you agree to this transfer, storing or processing at a location outside the EEA (including in the United States).

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your information transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

We do not store credit card details.

Except as set out in this policy, we shall not disclose your personal information unless obliged to, or allowed to do so by law, or where we need to in order to run our business (e.g. where other people process information for us). In such circumstances, we ask those people to give us confidentiality or non-disclosure undertakings. We will not share your information other than as described above without your express consent.

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Are you under 18?

If you are under 18 years old, you must obtain your parent or guardian's consent before providing your personal information to our website.

Correcting or Deleting your information

If at any time you would like us to delete or correct any of the personal data we have collected about you, please email us at admin@clodensemble.com and make this request.

You may instruct us to provide you with any personal information we hold about you. In order for Clod Ensemble to release this information, you may need to supply us with appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address). Any access request will be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

Third party providers

Some of our service providers may have access to your data in order to perform services on our behalf.

We use Podio, a third party provider, for our customer relationship management (CRM) system. This secure cloud-based system is where we store the personal data of our business contacts, and monitor your engagement and interactions with our services. [Podio's privacy policy](#)

We use online automation tool Zapier connects the platforms that we use and to move data between them automatically and securely. [Zapier's privacy policy](#)

We use Dropbox for our file-storage system, which is a secure cloud-based system. [Dropbox's privacy policy](#)

We use Google Forms for collecting feedback and information for Equal Opportunities monitoring. The form data is stored on Google Drive and Dropbox. [Google Drive Terms of Service](#). [Google Privacy Policies](#)

We use Donor Box and Paypal as a data processor for accepting online donations.

[Donor box's privacy policy](#)

[Paypal's privacy policy](#)

We use event registration website Eventbrite for event booking. [Eventbrite's privacy policy](#)

We use American e-marketing company MailChimp to manage our marketing email lists. Please see the 'When you sign up to our mailing list' section for more information about how your data is used. [Mailchimp's privacy policy](#)

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We use electronic signature software Signable to send contracts and associated information. [Signable's privacy policy](#)

This policy was last updated in November 2024. We may change this statement from time to time, so please check it periodically.

Cookies Policy

This website may place and access certain cookies on your computer. clodensemble.com uses cookies to improve your experience of using the website. Clod Ensemble has carefully chosen these Cookies and has taken steps to ensure that your privacy is protected and respected at all times.

Before the website places cookies on your computer, you will be presented with a popup requesting your consent to set those cookies. By giving your consent to the placing of cookies, you are enabling Clod Ensemble to provide a better experience and service to you. You may, if you wish, deny consent to the placing of cookies; however certain features of the website may not function fully or as intended.

What is a Cookie?

Cookies are text files that are stored in a computer system via an internet browser. Many internet sites and servers use cookies. Many cookies contain a so-called cookie ID. A cookie ID is a unique identifier of the cookie. It consists of a character string through which internet pages and servers can be assigned to the specific internet browser in which the cookie was stored. This allows visited internet sites and servers to differentiate the individual browser from other internet browsers that contain other cookies. A specific internet browser can be recognized and identified using the unique cookie ID. Through the use of cookies, Clod Ensemble can provide the users of this website with more user-friendly services that would not be possible without the cookie setting.

Cookies used on the Website

We use several different types of cookies. Some of these are session cookies which are temporary and allow us to link your actions during a browser session. Others are persistent cookies which remain on your device for the period of time specified in the cookie. The website uses cookies for the following purposes:

Strictly Necessary Cookies: These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website. These cookies are necessary for the proper operation of our website, so if you block these cookies we can't guarantee your use or the security of our website.

Functionality Cookies: These are used to recognise you when you return to our website and are used to provide you the best user experience. These cookies are for instance used to remember your cookie preference settings as you visit our site.

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Performance Cookies: Performance cookies help us to understand the behaviour of our visitors and the usage of the website. This allows us to continuously improve the website to provide you the best user experience.

Performance Cookies allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

Communication Cookies: The website allows cookies of third-party social networks (e.g. Facebook, YouTube, Twitter, LinkedIn). This enables a user to share content of the website on social networks. These third parties may use cookies, but their use of cookies will not be governed by this Cookie Policy.

Third-party cookies and targeting

Third-party cookies may be placed on a user's device which remembers that you have visited certain websites. This is in order to provide you with a targeted advert most relevant to you and your interests, and is referred to as online behavioral advertising, or OBA. These cookies can track your visits, but otherwise your identity remains anonymous.

The data they collect is subject to their own privacy policies and may allow other companies to use cookies to collect information about your website usage and advertising interaction. You can opt-out from targeted advertising by adjusting the cookie settings in your browser.

Without these cookies, online advertisements you see may be less relevant to you.

Control Your Cookie Settings

Once you have given us your agreement to the use of cookies, we will store a cookie on your computer or device to remember this for next time. If you wish to withdraw your agreement at any time, you can reject the use of cookies on our site by deleting our cookies using your internet browser settings. You should do this through the browser settings for each browser you use. Please be aware that some of our services will not function if your browser does not accept cookies. However, you can allow cookies from specific websites by making them "trusted websites" in your internet browser. The following links may assist you in managing your cookies settings, or you can use the 'Help' option in your internet browser for more details.

Internet

Explorer: <https://support.microsoft.com/en-us/help/17442/windows-internet-explorer-delete-manage-cookies>

Mozilla Firefox: <http://support.mozilla.com/en-US/kb/Cookies>

Google

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Chrome: <http://www.google.com/support/chrome/bin/answer.py?hl=en&answer=95647>

Safari: <http://support.apple.com/kb/PH5042>

Opera: <http://www.opera.com/help/tutorials/security/privacy/>

Adobe (flash cookies): <https://www.adobe.com/support/flash/downloads.html>

To block Google Analytics cookies specifically, you can install the “Google Analytics Opt-out Browser Add-on” provided by Google: <https://tools.google.com/dlpage/gaoptout>

Other Information

The following link contains further information about cookies: <http://www.aboutcookies.org>

Cookie Use

Below is a full list of the cookies used:

NAME	PERSISTENCY	DESCRIPTION
_ga	2 years	Used to distinguish users. The cookie is updated every time data is sent to Google Analytics.
_gat	1 min	Used to throttle request rate for Google Analytics
_gid	1 day	Used to distinguish users for Google Analytics.
CookieLawInfoConsent	1 year	Used to remember your cookie preference settings
_dc_gtm_UA-		This cookie is associated with sites using Google Tag Manager to load other scripts and code into a page.
_cfduid	1 year	Used by the content network, Cloudflare, to identify trusted web traffic.
PREF, NID, HSID, APISID, SID, SSID, SAPISID, GAPS, LSID, 1P_JAR, ULS, IDE, DV, UULE, SIDCC	End of session	When creating a Google account or logging in, these cookies are stored on the computer in order to remain connected to your Google account when you visit its service again. While you are logged in and use plug-ins from

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		other websites, such as ours, Google uses these cookies to improve your user experience.
_fbp, c_user, datr, fr, sb, spin, wd, xs		Used by Facebook to deliver a series of advertisement products such as real time bidding from third party advertisers.
SIDCC, SID, __Secure-3PAPISID, SAPISID, __Secure-3PSID, APISID, SSID, HSID, LOGIN_INFO, PREF, VISITOR_INFO1_LIVE, CONSENT, YSC, IDE		Set by YouTube to track views of embedded videos.

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