

# Creative Threads Cornwall CIC

## Privacy Policy



### 1. Introduction

Creative Threads Cornwall CIC (“we”, “our”, “us”) is committed to protecting the privacy and security of everyone who engages with our workshops, projects, and website. This policy explains how we collect, use, store, and protect personal information.

### 2. What Information We Collect

We may collect:

- **Contact details:** name, email address, phone number, postal address.
- **Participation details:** workshop bookings, attendance, feedback forms.
- **Demographic information:** age, accessibility needs, or other details you choose to share to help us make our services inclusive.
- **Digital information:** if you use our website, we may collect cookies or analytics data (e.g. pages visited, time spent).

### 3. How We Use Your Information

We use personal data to:

- Deliver and manage workshops and community programmes.
- Communicate with you about events, updates, or changes.
- Monitor and evaluate our impact (e.g. anonymised reporting to funders).
- Ensure accessibility and inclusivity of our services.
- Comply with legal or safeguarding obligations.

We will **never sell your data** to third parties.

### 4. Sharing Your Information

We may share information only when necessary:

- With trusted partners (e.g. community hubs, funders) for reporting purposes, always anonymised where possible.
- With statutory agencies if required for safeguarding or legal reasons.

## **5. Data Storage and Security**

- Personal data is stored securely in password-protected systems.
- Paper records (if used) are kept in locked storage.
- Access is restricted to staff and volunteers who need it for their role.

## **6. Data Retention**

We keep personal data only as long as necessary:

- Contact and participation records: up to 3 years after your last engagement.
- Safeguarding or legal records: in line with statutory requirements. After this, data will be securely deleted or destroyed.

## **7. Your Rights**

You have the right to:

- Access the personal data we hold about you.
- Request corrections to inaccurate information.
- Ask us to delete your data (where legally possible).
- Withdraw consent for communications at any time.

To exercise these rights, contact us using the details below.

## **8. Cookies and Website Use**

Our website may use cookies to improve user experience and gather anonymous analytics. You can disable cookies in your browser settings if you prefer.

## **9. Third-Party Services**

If we use third-party tools (e.g. Eventbrite for bookings, Mailchimp for newsletters), they will have their own privacy policies. We ensure any providers meet GDPR standards.

## **10. Updates to This Policy**

We may update this policy from time to time. The latest version will always be available on our website or by request.

## **11. Contact Us**

If you have questions about this policy or how your data is handled, please contact:

**Creative Threads Cornwall CIC** Email: [info@creativethreadscornwall.com](mailto:info@creativethreadscornwall.com)