

PRIVACY STATEMENT

Welcome to the website for The Haven + London (“The Haven”). The Haven is a charity whose primary purpose is to support the spiritual, emotional and mental wellbeing of the creative community in London.

The Haven is the controller and processor of certain information that creatives, industry contacts, stakeholders and visitors to the our websites (collectively, The Haven’s or our “constituents”) provide us and, as such, publishes this Privacy Statement describing The Haven’s general data processing practices.

A data processing amendment or a services agreement governs our processing of any information obtained or shared as a result of a service provider relationship. You can read, generally, about our management of these relationships by clicking [here](#).

We collect personal data to support our mission to participants in the creative industries and other constituents.

Our mission is to provide emotional, mental health, spiritual, professional and practical support that empowers the creative community to flourish and thrive. As part of our mission we:

- advocate on behalf of our constituents;
- facilitate the provision of counselling and chaplaincy services to our constituents;
- conduct research with respect to the creative industries and our constituents;
- educate through conferences, webinars and workshops;
- provide access to written resources, databases of information, unique collections of materials and documentation;
- provide the opportunity to grow professionally and to network at industry events and through participation in our numerous events;
- distribute information about the creative industries through our publications and our website;
- provide a venue, at our conferences, workshops and other meetings, for constituents to meet and learn about the creatives industry, and
- engage qualified candidates to support our organization

All of these activities are part of our core mission and a benefit of participation in The Haven (the “Mission”).

The personal data we collect is necessary to our Mission or to fulfill certain requests you make of our organization. We collect personal data in a way that is consistent with our commitment to fair information practices and data ethics. Our specific data handling practices are detailed at these links:

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A FEW WORDS ABOUT DEFINITIONS

The terms "using" and "processing" information include using cookies on a computer, subjecting the information to statistical or other analysis and using or handling information in any way, including, but not limited to collecting, storing, evaluating, modifying, deleting, using, combining, disclosing and transferring information within our organization.

“Personal information” or “Personal Data” is any information that can be used to identify an individual, and may include things such as your name, physical address, email address, phone number, member number, passport number or other national identifier, login information, marketing preferences, company affiliation, photo or payment card information. Personal information can also include information that does not identify you, but could be combined with other information in a way that enables you to be identified such as age, gender, job title or function, profession, committee membership or participation, post code, IP address, and current location.

“Non-personal information” or “Non-Personal Data” is information that cannot be used or combined with other information to identify or contact you, including browser types, domain names, and statistical data involving the use of our website.

For the sake of readability we do not capitalize defined terms in this Statement.

WHEN DO WE COLLECT PERSONAL INFORMATION AND WHAT TYPE OF INFORMATION IS COLLECTED?

During the course of our relationship we collect personal information when you:

- (i) seek advice, counselling, chaplaincy or other assistance from The Haven (or the organization that you represent supplies your contact details);
- (ii) register or subscribe to one of our events, workshops, publications or services;
- (iii) volunteer for activities within The Haven;
- (iv) register for educational courses or materials;
- (v) pay for a product or service offered through our website or one of our other marketing channels;

- (vi) contact us for information about the organization, products or services;
- (vii) apply for a position with us, whether paid or as a volunteer;
- (viii) seek to become an exhibitor or sponsor;
- (ix) become a service provider to the organization (including when entering into commercial partnerships with the organization);
- (x) visit our website; or
- (xi) otherwise provide personal information to us.

The Haven may collect any other personal information that is necessary for legitimate business purposes, which will be disclosed to you at the time of collection. The Haven will use this information for the purposes for which it was collected and consistent with our mission.

The Haven may also collect personal information from trusted third-party sources and engage third parties to collect personal information to assist us.

The Haven collects non-personal information from its websites, primarily, through the use of cookies and log-files. You can find out more about how we use cookies and how to disable them by clicking [here](#).

HOW DO WE USE INFORMATION WE COLLECT ABOUT YOU?

The Haven respects the privacy of our constituents. Personal information, such as names, e-mail addresses, telephone numbers and other volunteered contact information, is generally kept confidential.

We gather your personal information so we can fulfill our mission. This generally includes at least the following usages, to:

- (i) provide you with advice or other assistance
- (ii) alert you to our events and providing you with a publication or news alert;
- (iii) process your transactions, such as registration for conferences and fulfilling your purchase requests;
- (iv) answer your questions;
- (v) manage assignments;
- (vi) compile registration lists, badging, and security for events;
- (vii) manage all billing processes;
- (viii) report results or progress in connection with our educational opportunities;
- (ix) provide requested products or services;
- (x) analyze and monitor the use of our products and services;
- (xi) offer you other related products and services;
- (xii) communicate for marketing or other member satisfaction purposes;
- (xiii) invite you to participate voluntarily in mailings or other events, which may include product surveys or participation in industry initiatives that we announce from time to time;
- (xiv) support the employment process;
- (xv) support our research and the dissemination thereof; and
- (xvi) to support our legal and compliance obligations.

DO WE SHARE YOUR PERSONAL INFORMATION WITH OTHERS?

The Haven may from time to time share personal and aggregated information among our vendors, including but not limited to companies that perform business and administrative operations for The Haven.

The Haven may also share your personal data with third-party service providers, as necessary to carry out our mission and legitimate business functions. These service providers may include: database management platforms, credit card processors and web-hosting companies. Our policy is that our service providers are prohibited from using your personal information for any reason other than to provide the specific products or services needed to facilitate or support The Haven's business.

Should you attend one of our conferences or other events, we may share your business contact information with current or prospective attendees, sponsors, or exhibitors as part of a registration roster. Generally, we limit such information to your name, title, firm and office location.

If you subscribe to one of our online newsletters, we may share with advertisers and/or our third-party editors aggregated statistical information about our subscribers and the ways in which they use our products and services. This information does not identify you personally. We use this information for market research purposes and to improve the quality of the products and services we offer. We reserve the right to disclose aggregated, non-personally identifiable information collected from our users to third parties for any purpose.

We also may disclose your personal information to:

- (i) compilers of directories;
- (ii) payment networks, and the members of such networks;
- (iii) courts, independent auditors, law enforcement agencies and other governmental authorities, bodies or agencies in response to subpoenas, to prevent fraud, during the course of an audit or examination or as required by law or requested by competent authorities;
- (iv) collection agencies, credit reporting agencies, business credit bureaus or other parties associated with collecting any debt owed to us;
- (v) services that provide information relevant in the hiring process;
- (vi) service providers that support our human resources, accounting and payroll needs; and
- (vii) persons to whom we transfer the whole or any part of our business.

These service providers agree to protect the privacy of your personal information consistent with this statement, and/or the Data Protection Amendment and agree not use or disclose your personal information for any purpose other than providing us with the products or services for which we contracted or as required by law.

Finally, we may also may be required to disclose an individual's personal information in response to a lawful request by public authorities, including to meet national security or law enforcement requirements.

WHERE DO WE STORE YOUR PERSONAL INFORMATION?

In order to use the websites and to provide The Haven's services, we may transmit, collect and store your personal information in all of the jurisdictions where we have offices and where our service providers have offices, servers or other resources. At present we have offices solely in the United Kingdom. Potential data processing sites include jurisdictions (such as the United States) which do not have data protection laws as strict as the United Kingdom. We are keenly aware of the importance of handling personal information in accordance with the laws of the jurisdictions in which we operate and seek to conform in all respects to the best practices as provided in international guidelines.

Our website, and servers providing information services to you, such as access to resources, are hosted and administered in the United Kingdom.

HOW DO WE PROTECT INFORMATION YOU GIVE US?

We restrict access to your personal information to those individuals who need to know that information. We have implemented appropriate technical and administrative processes to protect personal data that are commensurate with the sensitivity of the information collected.

Recognizing that technology is continually developing, we implement new procedures and technology improvements on an ongoing basis, as appropriate, to further safeguard your personal information. Our third-party service providers are under contractual provisions that consistent and commensurate with this Privacy Statement.

CONSENT TO RECEIVE THE HAVEN COMMUNICATIONS AND MANAGEMENT OF PERSONAL DATA

We would like to inform you by e-mail, mail or telephone about our services and events that may be of interest to you using the contact information you provide us. We hope that you find value from the information and range of services you are offered.

If you or your representative has voluntarily provided us your contact information, we will treat that affirmative act as explicit consent to send you information on The Haven's services and events and any other correspondence that a person would reasonably expect to receive from a registered charity. *However, you may request at any time that we cease contacting you regarding any services or offerings. Additionally, you may request, subject to our business needs and legal obligations, that we not share your contact information with third parties in connection with our events and services.*

You may unsubscribe at any time from our communications and/or third-party-sharing by emailing us directly at havenlondondata@gmail.com

In addition to unsubscribing from our communications or data-sharing practices, you may request, subject to our business needs and legal obligations, that we remove data from our system, amend or update inaccurate or stale data in our system, etc. Also, you may at any time to resend any consent(s) you have previously provided regarding our processing your personal information.

Any such requests can be made by any of the methods set out below in the [How to contact us? Section](#).

WHAT CHOICES DO I HAVE REGARDING THE COLLECTION, DISCLOSURE AND DISTRIBUTION OF PERSONAL INFORMATION?

Except as otherwise described in this Privacy Statement or in the Data Processing Amendment, as applicable, we will only use personal information for the purposes described above or as otherwise disclosed at the time we request such information from you. You must "opt in" and give us permission to use your personal information for any other purpose. You may also change your preference and "opt out" of receiving certain marketing communications from us by clicking the unsubscribe link included on the bottom of all such communications, or by contacting us via email at the address below.

CAN I UPDATE, CORRECT OR HAVE MY INFORMATION DELETED?

The rights you have to request updates or corrections to the information we collect depends on your relationship to The Haven. Personnel may update or correct their information as detailed in this section (link to Personnel section). If your information was provided to us by your employer then you should first contact your firm about updating, correcting or deleting your personal information.

If you provided your information directly to The Haven then you have the right to request the restriction of certain uses and disclosures of personally identifiable information as follows. You can contact us in order to (1) update or correct your personally identifiable information, (2) change your preferences with respect to communications and other information you receive from us, or (3) delete the personally identifiable information maintained about you on our systems (subject to the following paragraph), by cancelling your membership. Such updates, corrections, changes and deletions will have no effect on other information that we maintain, or information that we have provided to third parties in accordance with this privacy statement prior to such update, correction, change or deletion. To protect your privacy and security, we may take reasonable steps (such as requesting a unique password) to verify your identity before granting you profile access or making corrections. You are responsible for maintaining the secrecy of your unique password and account information at all times.

Promptly after receiving your request, all personal information stored in databases we actively use, and other readily searchable media will be updated, corrected, changed or deleted, as appropriate, as soon as and to the extent reasonably and technically practicable.

RETENTION OF PERSONAL INFORMATION

The Haven will retain your personal information as needed to fulfill the purposes for which it was collected. We will retain and use your personal information as necessary to comply with our business requirements, legal obligations, resolve disputes, protect our assets, and enforce our agreements.

HANDLING OF PERSONAL INFORMATION IN THE EMPLOYMENT PROCESS

If you are an employee or applicant, we collect information you voluntarily provide to us and, potentially, from third-party service providers. We use the information collected for human

resources purposes in order to administer benefits to those who volunteer to assist the Haven and to screen potential volunteers.

You may contact us in order to (1) update or correct your information, (2) change your preferences with respect to communications and other information you receive from us, or (3) receive a record of the information we have relating to you. Such updates, corrections, changes and deletions will have no effect on other information that we maintain, or information that we have provided to third parties in accordance with this privacy statement prior to such update, correction, change or deletion.

COOKIES

As with most websites, our websites use small pieces of code called “cookies” to log certain information from each visitor to the sites. When you first visit our websites, we may send you a cookie. A cookie is a small file that can be placed on your computer’s hard drive for record-keeping purposes. The data collected is not personal to you and is gathered only on an aggregate basis. In general, we use cookies to help measure traffic to different parts of our websites, improve our content, offer members-only discounts and content, and prevent malicious activity. Your internet browser will typically enable you to clear all such cookies via the settings relating to such browser.

OTHER WEBSITES

Our website may contain links to other websites. Our privacy policies and this Privacy Statement only apply to this website, so when you link to other websites you should read their own privacy policies.

CHANGES TO OUR PRIVACY STATEMENT

We will periodically review our privacy policies and update this Privacy Statement to reflect any material changes. This Privacy Statement was last updated on 11th May 2018.

HOW TO CONTACT US

You may contact us if you have any questions about our privacy policies or the personal data we hold about you. Although we try to prioritize requests, the unsubscribe process, in particular, may take a number of days from receipt to be completed.

Please contact one of the appropriate persons listed here.

The Haven

- By email: havenlondondata@gmail.com
- By mail: The Haven Global Privacy Team, The Haven + London, 4 Dollings Yard, Chesham, Bucks, HP5 2HA, United Kingdom

APPLICABLE LAW

The laws of the United Kingdom govern this Privacy Statement.

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