

## Royal Television Society Privacy Policy

At the Royal Television Society (RTS), we are committed to protecting and respecting your privacy.

RTS needs to gather and use certain information about individuals. These can include members, attendees at our events, customers, patrons, donors, suppliers, business contacts, employees and other people the organisation has a relationship with or may need to contact.

Personal information means information which relates to a living individual who can be identified from that information such as names, e-mail addresses, personal home addresses, personal phone numbers, personal bank account details, personal description and photograph, etc. ("Personal Information").

This policy describes how this personal data must be collected, handled and stored to meet the company's data protection standards — and to comply with the law.

RTS ("we", "our", "us") are committed to protecting and respecting Personal Information. We will treat Personal Information securely.

We are the data controller for the purpose of the Data Protection Act 1998 and the General Data Protection Regulation (Regulation (EU) 2016/679) ("Data Protection Legislation").

This Policy explains when and why we collect personal information about people who

- visit our website
- attend our events
- become members or patrons
- donate to charitable causes

and how we use that Personal Information, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you are agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to [info@rts.org.uk](mailto:info@rts.org.uk) or by writing to ROYAL TELEVISION SOCIETY 3 DORSET RISE LONDON EC4Y 8EN. Alternatively, you can telephone 020 7822 2810

If you are unhappy with how we handle your Personal Information, you can notify the Information Commissioner's Office (ICO) by calling their helpline on: 0303 123 1113.

## **Who are we?**

We are the Royal Television Society (RTS), an educational charity promoting the art and science of television. RTS is a registered charity (no. 313728) and company limited by guarantee (no. 00249462). The registered address is 3 DORSET RISE LONDON EC4Y 8EN. The RTS Group comprises RTS and its trading subsidiary, RTS Enterprises. The RTS Network includes the RTS Group and its 13 Regional centres and RTS Futures.

## **How do we collect information from you?**

We obtain information about you when you use our website, become a member or patron, register to attend one of our events or when you contact us about other products and services we offer, to make a donation or if you register to receive one of our newsletters or email updates and communications.

## **What type of information is collected from you?**

The personal information we collect about you might include your name, address, email address, contact telephone number, IP address, and when using the website, information regarding what pages are accessed and when.

We may also record video and photographs of you if you attend one of our events which will be subject to the Terms and Conditions of attending our events. We may publish video and photographs of you on our website and in our other publications such as Television Magazine.

On occasions, we appoint a nominated photographer or video recordist who will then syndicate relevant images to other photographers of other organisations to publish through their propriety media channels.

When you make a purchase of a product or service from us or contribute a donation, your credit/debit card or bank account information is provided but not held by us; it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card and direct debit transactions. The third party payment processors we use are as follows:-

- WorldPay (credit and debit card payments)
- Stripe (credit and debit card payments)
- Smart Debit (direct debit set up)

## **How is your information used?**

We may use your information to:

- process registrations, bookings or orders that you have submitted;
- manage your RTS membership account
- process a donation that you have made;
- process an application for a bursary;
- to carry out our obligations arising from any contracts entered into by you and us;
- dealing with entries into a competition;
- seek your views or comments on the services we provide;
- notify you of changes to our services;

- send you communications which you have requested and that may be of interest to you. These may include information about events, bursaries, awards, RTS news, membership, charitable appeals for fundraising
- activities and promotions of our associated companies goods and services;
- process a grant, bursary or job application.

We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid where applicable). However, if we have no activity for a record we hold about you for 5 years, we, as a matter of course, will delete all such records.

You have the right to ask us to “forget” you in which case we will anonymise all data associated with you unless we are required to retain it for legal or statutory purposes.

### **Who has access to your information?**

We do not and will not sell or rent your information to third parties.

We do not and will not share your information with third parties for marketing purposes.

When you provide Personal Information to the RTS, it is administered by either our full time staff, appointed contractors or authorised volunteers.

### **Third Party Service Providers working on our behalf**

We may pass your information to our third party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process registrations, subscriptions and send you mailings). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond the RTS Network for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

### **Third Party Product Providers we work in association with**

We work closely with various third party product and service providers to bring you a range of quality and reliable membership products and services. When you enquire about or purchase one or more of these products, the relevant third party product provider will use your details to provide you with information and carry out their obligations arising from any contracts you have entered into with them. In some cases, they will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy. These third party product providers may share your information with us which we will use in accordance with this Privacy Policy.

When you are using our secure online payment pages, your payments are processed by third party payment processors, who specialises in the secure online capture and processing of

credit/debit card and direct debit transactions. The RTS does not store or hold any of your credit/debit card or bank account information on its own systems. If you have any questions regarding secure transactions, please contact us. We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we are under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and members. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

### **Your choices**

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about our events, membership offers, news and development of the Society, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: [membership@rts.org.uk](mailto:membership@rts.org.uk) or telephone on 0207 822 2810

### **How you can access and update your information**

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or if any of the other information we hold is inaccurate or out of date, please email us at: [membership@rts.org.uk](mailto:membership@rts.org.uk) , or write to us at: ROYAL TELEVISION SOCIETY 3 DORSET RISE LONDON EC4Y 8EN . Alternatively, you can telephone 0207 822 2810.

You have the right to ask for a copy of the information RTS hold about you and you have the right of Erasure ("right to be forgotten") unless there are legal reasons that would prevent this action.

### **Security precautions in place to protect the loss, misuse or alteration of your information**

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information is encrypted and protected with 128 Bit encryption on SSL. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Any data transmitted over the Internet can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

## **Profiling**

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. For example

- if you have dietary or special access requirements we may need to contact you to clarify your needs
- we may notify you of upcoming events at the RTS if you have attended one of our events unless you have asked us not to
- we may contact you to clarify postal preferences (home or work) to receive our Magazine and your membership card

We may make use of additional information about you when it is available from external sources in the public domain to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk.

## **Use of 'cookies'**

Like many other websites, the RTS website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

## **Links to other websites**

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

## **16 or Under**

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

## **Transferring your information outside of Europe**

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security

measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

### **Review of this Policy**

We keep this Policy under regular review. This Policy was last updated in January 2018.