

# CREATIVE WORKS

A SPACE FOR WORK AND LIFE

## **Creative Works (CW) client privacy notice (how we use information)**

### **The categories of information that we process include:**

- Personal information (such as name and contact details)
- Company information obtained through the contracting process
- Company activities, policies and procedures

### **Why we collect and use client information**

We use client data to:

- Process your application to CW
- Manage your membership of the community
- Invoice you for services provided
- Inform you of CW news, and operational and organisational matters such as business support, training opportunities and community events
- Inform you of services offered by other CW community members

The lawful basis on which we collect and use your information is “legitimate interest”. This is because we will be using your data in ways you would reasonably expect and which have a minimal privacy impact.

### **Collecting client information**

- Electronically, in person, on paper forms or on the telephone

Client data is essential for CW’s operational use. Whilst the majority of personal information you provide to us is mandatory, some of it is requested on a voluntary basis. In order to comply with GDPR, we will inform you at the point of collection, whether you are required to provide certain information to us or if you have a choice in this.

### **Storing information**

We hold client data securely for as long as we are working together and for a reasonable subsequent period

### **Who we share client information with and why**

We would only share your information where required by statutory authorities

### **Requesting access to your personal data**



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Under data protection legislation, you have the right to request access to information about you that we hold. To make a request please contact [hello@creativeworks.space](mailto:hello@creativeworks.space)

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- a right to seek redress, either through the ICO, or through the courts

If you have a concern or complaint about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns>

If you would like to discuss anything in this privacy notice, please contact: [ben.jolly@bigcreative.education](mailto:ben.jolly@bigcreative.education)

Last updated	Next review	Person responsible
July 2025	July 2027	BJ