



Privacy Policy

This document sets out the details the A.M. Qattan Foundation's privacy notice in relation to data and information collected about you. We understand that your personal information and privacy is important to you. We make every effort to ensure that the information you share with us is recorded accurately, retained securely and used only according to your wishes. We comply with the Data Protection Act 1998, the Privacy and Electronic Communications Regulations (PECR) and the General Data Protection Regulations (GDPR) 2018. We do not give out, sell or trade our mailing list data with external organisations.

The policy applies to The Mosaic Rooms who are a project of the A.M. Qattan Foundation, and across other office of the Foundation. It outlines how we process data in compliance with United Kingdom General Data Protection Regulation (UK GDPR). Any electronic communications will be made in accordance with the Privacy and Electronic Communications Regulations (PECR).

Who we are

The A.M. Qattan Foundation (AMQF) is an independent, not-for-profit developmental organisation working in the fields of culture and education, with a particular focus on children, teachers and artists.

Founded and registered in 1993 in the UK as a charity (no 1029450) and as a charitable company limited by guarantee (no 2171893), it has had a registered branch in Palestine as a non-profit organisation (no QR-0035-F) since 1998. The Foundation's operations are mainly in Palestine, with interventions in Lebanon through Selat: Links Through the Arts, and in the United Kingdom through The Mosaic Rooms.

How to contact us

If you have any comments on our privacy notice, or information we hold about you please contact us:

A M. Qattan Foundation
27 An Nahda Women Association St. At Tira
90606 Ramallah
Palestine
info@qattanfoundation.org

The Mosaic Rooms 226 Cromwell Road London
SW5 0SW
UK info@mosaicrooms.org

Data protection registration number: ZA409273

What information do we collect about you?

We collect and process personal data that you volunteer to us for e-newsletter sign ups, for event bookings, online purchases, and visitor surveys.

Personal information we collect may include:

- your name, title, gender and age group;
- postal address, email address and phone number;

We will also collect and hold information about contact you have with us as a visitor or customer. This may include:

- ticket purchase and event registration / attendance;
 - online purchases;
 - contact preferences e.g. if you are signed to the mailing list;
 - gift information, Gift Aid status;
 - details of correspondence we have sent to you, or received from you;
 - donor status and wealth assessment information;
 - information you may choose to share with us. For example, when you submit an employment or grant application.
 - where relevant, selected media coverage;
 - We only collect sensitive data (ethnicity, gender, age, disability) in an anonymised form. For visitors this is collected for audience research through our audience questionnaire. Google analytics also gives information e.g. on age and location. This data is only used in an anonymised form.
 - Information that you have made publicly available as you interact with our social media outlets.
- When we ask you to provide your personal information, we will let you know why we are asking, and how we will use your data, by directing you towards this notice.

What we do with your information

Depending on your relationship with the A.M. Qattan Foundation, and the preferences you have specified, the data that we hold may be used by us for the following purposes:

- Send you promotional, marketing or fundraising information by post, telephone or electronic means. These communications can include:
 - E-newsletters.
 - Informing you of products, services or events related to the Foundation, such as art exhibitions, events or retail offers.
 - Information of our fundraising operations, including occasional targeted requests to consider giving financial support to the A.M. Qattan Foundation, or to ask you to consider supporting us in other ways.
 - Data screening and cleansing, to check if we have accurate contact details for you - see How we update, screen and analyse your information for further information.
 - To send you surveys, and for market research purposes.
 - Tools may be used to monitor the effectiveness of our communications with you. This includes email tracking, which records when an e-newsletter from us is opened and/or how many links are clicked within the message. The data from this tracking is generally used in an aggregated and anonymised form.

You can opt out of any / all of our communications at any time by contacting

- For A. M. Qattan Foundation: info@qattanfoundation.org
- For The Mosaic Rooms: info@mosaicrooms.org

Or you can use the unsubscribe link in our newsletters.

There are some communications that we are required to send regardless of your contact preferences. These are essential communications deemed necessary to fulfil our contractual obligations to you. This includes invoices, Gift Aid confirmation letters and querying returned mail or bounced card payments with you.

How we update, screen and analyse your information

We review records of supporters to ensure your data is as accurate as possible. We may consult alternative sources in order to make these checks, such as:

- Reviewing employment information that you have made publicly available via social media (we might do this when researching potential speakers for events for example);
- Newspaper articles, publications and company websites;
- Any other publicly available sources.
- Where we appoint an external party to undertake a screening of information, any such arrangements will be subject to a formal agreement between the A.M. Qattan Foundation/ The Mosaic Rooms and that organisation, to protect the security of your data.

Who we might share your information with

We do not disclose personal data to any third parties or external organisations, other than data processors carrying out work on our behalf. Any such companies are acting as approved data processors for us and we retain full responsibility for your personal data. Data processors will act only on our instructions.

We may occasionally need to transfer your personal information overseas, for instance to our bulk email distributor, MailChimp through which we send newsletters and event invites. Where this is necessary, this may be to countries or territories around the world. We are required to ensure any transfers of data will be done securely, in accordance with best practice, and in compliance with the Data Protection Act 1998.

Your data will not be passed to any third party for any other purpose, and your data will never be sold.

How we keep your information secure

We have implemented security procedures, rules and technical measures to protect the personal data that we have under our control from:

- unauthorised access;
- improper use or disclosure;
- unauthorised modification.

All our employees and data processors, who have access to, and are associated with the processing of personal data, are legally obliged to respect the confidentiality of our visitors' and supporters' personal data.

How can I access the information about me, and correction of information?

You can ask us if we are keeping any personal data about you and you can also request to receive a copy of that personal data – this is called a Subject Access Request.

To make a Subject Access Request you will need to provide adequate proof of identity such as a copy of your passport or driving licence before your request can be processed. Please try to be as clear as possible about the information you are seeking.

Once we have received your Subject Access Request, and proof of identity, you will receive a response from us within 40 days and you will be able to get copies of information we hold on you. However, exemptions to disclosure may apply in some circumstances.

Subject Access Requests should be sent to: The Mosaic Rooms: info@mosaicrooms.org

You can request that we delete or correct your personal information at any time. If you wish to correct any information on you held by The Mosaic Rooms, you can contact info@mosaicrooms.org

Cookies

In order to make The Mosaic Rooms and the AMQF websites easy to use and improve our service, we sometimes place small amounts of information on your computer. These are known as cookies and they are used by most major websites.

Security

The transmission of information via the Internet or email is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of data while you are transmitting it to our site; any such transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access. We will process, disclose or share your personal data only if required to do so by law or in the good faith belief that such action is necessary to comply with legal requirements or legal process served on us or the website.

Secure shopping

The payment card information you supply to us for any online or instore transactions is used solely for the purpose of processing that transaction. Our website uses WooCommerce, to process credit cards and online payments safely and securely for our customers. You can view [WooCommerce's privacy notice here](#). Our gallery bookshop uses SquareUp to process cash and credit card payments. [You can view SquareUp's privacy policy here](#).

Children

We are committed to protecting the privacy of the children and young people who engage with us through our programmes, our events and our website. When we collect information about someone aged under 18, we will make it clear why we are collecting this data and how it will be used. For more information please read our [Safeguarding Policy](#).

CCTV

The Mosaic Room's premises are protected by CCTV and you may be recorded when you visit. We use CCTV to help provide a safe and secure environment for visitors, for our staff, and to prevent or detect crime. The system is managed in accordance with our standard operating procedures. Recorded footage is deleted after 1 month.

Third parties

By using our website users automatically consent to the following third-party providers;

Google Analytics

When someone visits www.mosaicrooms.org, we use Google Analytics to collect statistical data and details of visitor patterns which tell us which parts of our website visitors use most often. None of this information uses, or requires the use, of personal information and is processed in a way that does not identify individuals. We do not make any attempts to find out the identities of individuals visiting our website.

Mailing List

We use a third-party provider MailChimp to deliver our newsletter. We use MailChimp software to help gather statistics on opening rates and clicks on links which help us monitor and improve our communications. Individuals can unsubscribe at any time from newsletters by clicking the unsubscribe link on each e-newsletter. [You can view MailChimp's privacy notice here](#).

Vimeo

We use a third-party provider Vimeo to share our video content. We use Vimeo to help gather statistics on opening rates and clicks on links which help us monitor and improve our communications. [You can view Vimeo's privacy notice here](#).

PayPal

We use a third-party provider Paypal to process payments on our website. [You can view PayPal's privacy policy here.](#)

External third-party suppliers

You might find links to third parties (e.g. external creative organisations and suppliers) on our website. These websites should have their own privacy policies, which you should check. We do not accept any responsibility or liability for their policies whatsoever as we have no control over them. In cases when we use external websites provided by other organisations such as Twitter, YouTube or Facebook, then we would ask you to consult their privacy policies.

Facebook and Instagram

We use a third-party provider Twitter to share information about our programmes. Third party advertisers Facebook and Instagram to help us identify customers similar to our audience or to serve relevant adverts to you on third party websites. The information shared with these advertisers is pseudonymised to protect your personal data. [You can view Meta's privacy policy here.](#)

Twitter

We use a third-party provider Twitter to share information about our programmes. We use Twitter to help gather statistics and clicks on links which help us monitor and improve our communications. [You can view Twitter's privacy notice here.](#)

Soundcloud

We use a third-party provider Soundcloud to share our audio content. We use Soundcloud to help gather statistics on opening rates and clicks on links which help us monitor and improve our communications. [You can view Soundcloud's privacy notice here.](#)

Spotify

We use a third-party provider Spotify to share our audio content. We use Spotify to help gather statistics on opening rates and clicks on links which help us monitor and improve our communications. [You can view Spotify's privacy notice here.](#)

Linktree

We use a third-party provider Linktree to share links to content. We use Linktree to help gather statistics on opening rates and clicks on links which help us monitor and improve our communications. [You can view Linktree's privacy notice here.](#)

Online ticketing

The information you provide when booking tickets online will be used primarily to protect your purchases and attendance at events and keep you informed about future activities. When signing up to an event we will add your name and email to our mailing list on Mailchimp.

Surveys

Responses to questions collated by The Audience Agency are all anonymous. If you choose to share your email address and sign-up to the Gallery's e-newsletters, the personal data you provide in this transaction is stored with our secure online mailing partner, Mailchimp.

Applying for a job

The personal data you provide in order to apply for a job is stored in a restricted access filing system and used for the purposes of shortlisting and interviewing. The information will be deleted six months after the deadline for that job.

Changes to our privacy notice

We regularly review our privacy notice and may make changes time to time. Any changes made will be posted to this page and will apply from the time we post them. This privacy notice was last changed on 3 July 2023.

You have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe your data has been processed in a way that does not comply with data protection. You can do so by calling the ICO helpline on 0303 123 1113 or via their website.