



Privacy Policy

Version	By Author	Reason	Modification Date	Date Ratified	Date for Review
1	LV	New Policy		22.5.18	Ongoing
2	NB	Update	3/11/19	3/12/19	Ongoing for any urgent updates; Full review, DEC 2020
3	NB	Update	30/9/20	1/10/20	OCT 2021
4	NB	Update	30/9/21	11/10/21	OCT 2022
5	NB	Update	31/11/22	14/11/22	OCT 2023

Context: This document is designed to meet the General Data Protection Regulation requirements 2018. As such, it is a living document and we are working to review and expand it in key areas. Updates will be produced regularly. We encourage you to periodically visit our website regularly to review the most current policy, or obtain a copy by contacting us directly.

Organisation: Quench Arts C.I.C.
Postal Address: FREEPOST QUENCH ARTS
Delivery Location c/o: Quench Arts, Floor 2, Afro-Caribbean Millennium Centre, 339 Dudley Road, Birmingham. B18 4HB.
Registered Company No:8334681

Who we are

Quench Arts C.I.C. ('we' or 'us') are a 'Data Controller' for the purposes of the Data Protection Legislation (including the Data Protection Act 1998 and the General Data Protection Regulation) and we are responsible for, and control the processing of, your personal information.

Your Privacy

We are committed to protecting your privacy. This notice explains how Quench Arts C.I.C. collect and process your personal information.

Information We Collect

We obtain personal information about you from the following sources:

a) Information provided by you:

1. You provided personal information upon registering or signing up to a Quench Arts C.I.C, project, course or service, whether online or in person;
2. Completed and/or returned surveys or response/feedback forms (for example via materials such as surveys for funding applications; photograph/media permission forms; baseline evaluation forms; project evaluation materials; case study responses; material contact preference forms) including by mail, in person and via electronic means;
3. You provided your personal information through our website and/or social media;
4. Personal information provided by you in relation to employment or volunteering with us (for example, invoices, reference details, tax numbers, etc.)
5. Personal information provided by you in relation to attending our training courses (for example, payment details, contact details, etc.)

b) Third party sources:

1. Organisations that assist Quench Arts C.I.C. in pursuing our mission and vision as set out in our company articles and memorandum, through partnership and collaborative working and via other sources available to the public at large, such as the world wide web.
2. Organisations who have obtained your permission to share your information with us
3. Organisations who you have given consent for us to approach in order to obtain reference(s) for you.
4. If you link your Google, Facebook, Twitter, Soundcloud, YouTube, Instagram accounts, or any accounts from other 3rd party sources (like public forums or blogging sites) to Quench Arts sites then we also receive information from those accounts to the extent that you've agreed to this as part of your settings and that 3rd party's privacy policy.

Personal Information of Children

Quench Arts C.I.C. run projects and opportunities that engage children and young people as beneficiaries of our activities. As a result, we collect and process their personal information in the same way as we do adults in order to provide an effective, safe and appropriate service. We only do so where we have the full written consent of a parent/guardian/carers/keyworker, as well as the young person and only collect information that is required in order to deliver our activities effectively.

Visitors of all ages may navigate through our websites and social media and we encourage parents/guardians/carers/keyworkers to supervise and monitor their usage for safeguarding reasons. Please see our safeguarding policy for further details.

Information We Process

We may process the following personal information about you:

1. Your title, full name (including former name or alias), gender, date of birth, pronouns;
2. Your contact information, address, telephone number(s), email address(es);

3. Your attendance at events and meetings, and any appointment/session/event bookings.
4. Your comments, feedback and responses on surveys, monitoring and evaluation forms you complete
5. Your outside interests and memberships;
6. Your business details, including positions, organisation, professional memberships and qualifications;
7. Your career highlights, experience and other lifetime achievements; Your CV;
8. Your financial information (including your bank/building society details/ invoices/ your tax number);
9. Information available through the media or the world wide web;
10. Copies of documents you provide to prove your age, identity or address, where required (for example, your passport and driver's licence or National ID Card and bills or statements for a DBS check)
11. Details of your online DBS update service number.
12. Other information you share with us.

Please note that items 6, 7, 8 and 11 primarily relate to people who are interested in working with us, who we currently employ or have previously employed.

Personal information we collect about you may include "special categories" data, such as information about your racial or ethnic origin, religious or other beliefs, and physical or mental health. It may include your emergency contact details, medical and health information including medications that you are taking, your support/keyworker details, dietary requirement and emergency evacuation needs. Medical/health data is collected in order to manage risk and to help us provide appropriate and accessible activities. "Special categories" data is processed where:

- a) you have provided it yourself (with your consent) on documentation or in discussion with our representatives;
- b) where you have given permission for us to liaise with other professionals or partners to obtain this (for example, your key worker or GP);
- c) where it is recorded for the purposes of assessing accessibility requirements arising as a result of a disability;
- d) where it is recorded for the purposes of monitoring equal opportunities, to understand our reach and engagement;
- e) there is a contractual commitment to process this data and, therefore, processing is necessary to meet those contractual obligations;
- f) where this information has already been made public;
- g) processing is required by law.

Personal information we collect about you may include data about criminal convictions or offences, where we have a lawful basis and legal or official authority for the processing of this data. Quench Arts C.I.C. process and record this data when we recruit and contract staff and freelancers to help deliver our activities, in order to ensure the safeguarding of our participants.

We process data about criminal convictions or offences where:

- a) you have provided it yourself (with your consent) on documentation or in discussion with our representatives;
- b) where you have given permission (with your consent) for us to access your information via the online disclosure and barring service (DBS) database;

- c) in our capacity as a user of the Ebulk@birmingham.gov.uk online DBS application system;
- d) where it is recorded for the purposes of fulfilling our child and vulnerable adult safeguarding duties and risk assessments;
- e) there is a contractual commitment to process this data and, therefore, processing is necessary to meet those contractual obligations;
- f) processing is required by law.

Quench Arts' websites and social media uses cookies to improve the content and experience of website users, but rest assured that these do not allow for us to identify you personally. More information on cookies can be found in Appendix 1.

How We Use Your Data

Quench Arts' aim is to use the arts as a tool to achieve social change, covering 2 themes:

A) Developing high quality participatory music projects to make a positive difference to people's lives:

~ Nurturing artistic talent and progression in areas where opportunities may be limited

~ Engaging disadvantaged individuals and communities in positive activity to improve wellbeing, community cohesion and/or build transferable skills

B) Providing a support service to other organisations/ individuals wishing to develop their community arts practice:

~ Improving the quality and quantity of provision of participatory music and arts activity across the West Midlands to benefit local communities

We collect personal information to enable us to deliver our services and to better understand our communities so that we can better meet need and improve our services.

We may process your personal information for the following purposes:

a) Administrative purposes:

1. To verify your identity and provide you with a personalised experience when dealing with Quench Arts;
2. Project/course/event applications and registration;
3. To keep a record of communications between us; and your attendance at sessions, events or meetings.
4. For safeguarding and risk assessment purposes (for example, freelance staff undertaking DBS checks; participants' risk assessments will determine staffing support required)

b) Monitoring Purposes

1. To produce reports which are shared with our funders and partners:
 - a. As a beneficiary of our programmes (e.g., a participant, trainee or audience member), unless you have given express permission, these reports are anonymised. We will always ask for written permission on

the very rare occasion where we'd like to use a participant name to go alongside any impact reports or case studies, and you always have the right to decline.

- b. As someone delivering our work for us (e.g. staff, freelance artist/music leader/trainer) we are generally required by funders to name staff working on the projects they fund. Information shared is limited to the minimal information required, generally your name, a summary of your experience and any website details. Some funders ask to see CVs; some ask for confirmation of satisfactory DBS checks.
2. For documentation that we are required to produce by Companies House and HMRC, such as our annual community interest audit and our annual report.

c) Research

1. We may carry out further data research independently or with third parties to help us assess need and demand for our programme of activities when developing fundraising applications. This may include collection and storage of additional information about you, in addition to the data which we already hold or has been provided by you. You give this data on an 'opt-in' basis, by choosing to respond to surveys or questionnaires sent to you by post, email or social media. If you would like to opt-out of the above Research activities, please let us know. See 'How to Contact Us' below for further information.

d) Communications

We may, from time to time, contact you by email, post or telephone to pursue the purposes mentioned above and in particular for the following reasons:

1. To keep you up to date with events and activities at Quench Arts C.I.C. and our partners;
2. To invite you to events which may be of interest to you;
3. To keep you up to date with other relevant information and opportunities, which we think may be of interest to you.

If we've already been contacting you via email or other channels before May 2018, and you have engaged with the content, we will continue to contact you. The legal basis for this is legitimate interest. We store this data for five years after your last interaction with us unless you withdraw consent. If you would like to opt-out of the above Communications, please let us know. See 'How to Contact Us' below for further information.

Who your information may be shared with

We may disclose your personal data to third parties who we working in partnership with to deliver our activities and/or Government Agencies where required to do so by law.

As a beneficiary of our programmes (e.g., a participant, trainee or audience member), your personal information is held on a secure internal database related to each project, which is password protected. Where we contract suppliers to support

our work (i.e. freelance music leaders, trainers and coordinators) we will share information necessary to enable them to do so effectively. All such suppliers will have signed a non-disclosure / confidentiality agreement with Quench Arts. The organisation has a Dropbox server to support the sharing of such information. Dropbox' privacy policy can be viewed here: <https://www.dropbox.com/privacy2018>
<https://help.dropbox.com/accounts-billing/security/cookies>

As someone delivering our work for us (e.g. staff, freelance artist/music leader/trainer), your personal information is held on a secure internal database which is password protected. We do not pass on your personal contact details to other individuals or organisations without your specific consent which is required for each individual request. As a requirement of our grant agreements and contract work, and in fundraising applications for our programmes, we may share work history details of staff involved in delivering such work, including biographies, CVs and website information, with your consent.

Your data will be kept securely on relevant Quench Arts' databases and on Google Forms and Eventbrite where applicable. It will not be sold. It will not be shared with anyone who is not connected to Quench Arts and will only be used for the purposes for which you have given us explicit permission.

If you have signed up for one of our events via Eventbrite, your data will be processed by Eventbrite. Read [Eventbrite's Privacy Policy](#) to find out more.

If you have completed an online survey for us via Google Forms, your data will be processed by Google. Read Google's Privacy Policy to find out more [here](#).

Quench Arts manages content on the following websites and social media:

www.quench-arts.co.uk

<http://www.musicalconnections.info>

https://soundcloud.com/quench_arts

<https://www.facebook.com/MusConnections>

<https://www.facebook.com/quench.arts.3>

https://twitter.com/quench_arts

<https://twitter.com/MusConnections>

<https://www.youtube.com/channel/UC36A3flw3PkPMdz7CgDRddQ>

https://www.instagram.com/Quench_Arts

Quench Arts do not set any cookies on our websites and social media, however third party cookies are used on the above sites and by the hosts of each site, including by Wix.com which is a cloud based web development platform through which we have created the Quench Arts website at www.quench-arts.co.uk and www.musicalconnections.info. Cookies are used to improve the content and experience of website users. Links to the privacy policies of each company, and more information on how to manage cookies can be found in Appendix 1.

If you have visited our websites, your data will have been processed by Wix.com. Their privacy policy can be read here: <https://www.wix.com/about/privacy>. For more detailed information about how Wix may use your data as our site visitor, please see Appendix 3.

Where personal data is processed by a third party, we take reasonable steps to ensure that the data is processed strictly according to our instructions, for the relevant purposes only and securely destroyed or returned upon completion/ termination. We take reasonable steps to ensure that third party processors are subject to written legal obligations in respect of data protection and the duty of confidentiality.

We do not sell or rent any personal information or data supplied by you. We may compile aggregate statistics and provide them to third parties, but we do not include personal information that identifies individual users.

Retention

We may retain your personal information for the duration of your involvement in our activities and for a period of 5 years afterwards, or as long as necessary and in line with our statutory/ regulatory obligations where appropriate.

If you wish to request for any of your records to be removed from database, or would like to opt-out of any or all communications from Quench Arts C.I.C., please see 'How to Contact Us' and 'Rights of Data Subjects' below for further information.

Rights of Data Subjects

a) Right to be informed about what we do with your information

This Privacy Policy and any details we provide when we capture your personal information will keep you informed about how we will use this information.

b) Right to request a copy of your information

You can request a copy of your information which we hold (this is known as a subject access request). If you would like a copy of some or all of it, please see Appendix 2.

c) Right to correct mistakes in your information

You can require us to correct any mistakes in your information which we hold free of charge. If you would like to do so, please write to us (see 'Contact Us' below) and provide us with enough information to identify you, as well as informing us of the information that is incorrect and what it should be replaced with.

d) Right to object to, or restrict, Quench Arts using your information

In certain circumstances (including where we use legitimate interests as set out below) you can ask us to stop processing your information or ask us to limit the ways in which we process this information. However, we can refuse a request in some cases. We will provide you with information explaining why we have refused your request if we do this.

e) Right to ask us to stop contacting you with direct marketing

If you would like stop receiving postal and/or email communications from Quench Arts, you can do so by emailing info@quench-arts.co.uk

f) *Right to delete your personal information (unless we have a reason to keep it)*

Some people call this the 'right to be forgotten'. Unless we have a reason for keeping your personal information (for example, where we need this to provide a service to you, to deal with an ongoing complaint, or for contractual reasons with funders/partners of work you have benefitted from) you can request for us to stop holding your personal information. If we need to hold onto your personal information we will tell you why we need to do this when we respond.

Lawful basis for processing

Quench Arts may rely on one or multiple grounds for processing your personal data including:

1. You have provided consent for the processing;
2. There is a contractual commitment to provide the services and, therefore, processing is necessary to meet those contractual obligations;
3. The information is available to the public at large; and/or
4. The processing is necessary for the purposes of legitimate interests of Quench Arts C.I.C. or other third parties and does not affect the fundamental rights and freedoms of the individuals concerned.

Consent

Where Quench Arts is using your personal information based on your express consent, you have the right to withdraw your consent at any time.

Legitimate Interests

If Quench Arts is relying on our legitimate interests to process your information, you have the right to object to us doing this in light of your individual circumstances. We will review this objection and, unless we consider that our legitimate interests override your rights, we will stop processing your information in this way.

How to Contact Us

Should you have any queries, suggestions or issues, or if you have believe that your personal information is being handled in a manner which is contrary to statutory requirements, please do not hesitate to contact Quench Arts C.I.C. on 07716 362 478 via email to info@quench-arts.co.uk or you can write to us at FREEPOST QUENCH ARTS.

If you remain unsatisfied with our response, please contact the information commissioner. They can be contacted as follows: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Quench Arts are registered with the ICO (reference ZA927076, Tier 1). Further details on the Information Commissioner and their role can be found on their website.

www.ico.org.uk

Revisions to the Privacy Policy

This is a living document. We may revise this privacy policy at any time in response to changes in the law or other factors. We encourage you to periodically visit our website regularly to review the most current policy, or obtain a copy by contacting us directly.

Appendix 1

Cookies

A new European law has been brought in, requiring websites to ask for your consent before placing "cookies" in your browser, the software you use to surf the web. A cookie is a small piece of data (text file) that a website – when visited by a user – asks your browser to store on your device in order to remember information about you, such as your language preference or login information. Those cookies are set by us and called first party cookies. We also use third party cookies – which are cookies from a domain different than the domain of the website you are visiting – to track the number of visits to our sites, such as social media sites like Facebook and Soundcloud.

More specifically, we use cookies and other tracking technologies for the following purposes:

- Assisting you in navigation;
- Assisting in registration to our events, login, and your ability to provide feedback.

Below is a detailed list of the cookies we use on our websites (listed previously). Our websites are scanned with our cookie scanning tool regularly to maintain a list as accurate as possible. We classify cookies in the following categories:

- Strictly Necessary Cookies
- Performance Cookies
- Functional Cookies
- Targeting Cookies

You can opt-out of cookies by clicking on the banner button when you open the website. This may affect the performance of the websites and the pages you can access. Instructions how to delete or disable a cookie can be found here: <https://www.digitaltrends.com/computing/how-to-delete-cookies/>

Cookie Settings

Strictly Necessary Cookies

These cookies are necessary for the website to function and cannot be switched off in our systems. They are usually only set in response to actions made by you which amount to a request for services, such as setting your privacy preferences, logging in or filling in forms. You can set your browser to block or alert you about these cookies, but some parts of the site may not work then.

wix.com (for www.quench-arts.co.uk and www.musicalconnections.info)

XSRF-TOKEN

hs

svSession
SSR-caching
_wixCIDX
_wix_browser_sess
consent-policy
smSession
TS*
bSession
fedops.logger.sessionId
wixLanguage

For more info about Wix's Cookies see <https://support.wix.com/en/article/cookies-and-your-wix-site>

Performance Cookies

These cookies allow us to count visits and traffic sources, so we can measure and improve the performance of our site. They help us know which pages are the most and least popular and see how visitors move around the site. All information these cookies collect is aggregated and therefore anonymous. If you do not allow these cookies, we will not know when you have visited our site.

Google Analytics (via wix.com)

Google Analytics gathers information allowing us to understand interactions with our websites and ultimately refine that experience to better serve you.

For more information about the cookies that Google utilise, see:

<https://policies.google.com/technologies/cookies#types-of-cookies>

Functional Cookies

These cookies allow the provision of enhanced functionality and personalisation, such as videos and live chats. They may be set by us or by third party providers whose services we have added to our pages. If you do not allow these cookies, then some or all of these functionalities may not function properly.

www.quench-arts.co.uk

Wix.com

- Wixlanguage

For more info about Wix's Privacy Policy, see <https://www.wix.com/about/privacy>.

DoubleClick.net

- DSID
- IDE
- _uetsid

For more info about DoubleClick's Privacy Policy, see

https://support.google.com/dfp_premium/answer/2839090?hl=en

Socialstream.io

- _cfduid
- _ga
- _gat

- _gid

For more info about Socialstream's Privacy Policy, see <https://www.socialstream.io/#about>

Twitter.com

- _utma
- _utmz
- _ga
- _gid
- ads_prefs
- auth_token
- csrf_same_site_set
- dnt
- eu_cn
- external_referer
- guest_id
- kdt
- personalization_id
- remember_checked_on
- tfw_exp
- twid
- lang

For more info about Twitter's Privacy Policy, see <https://twitter.com/en/privacy>.

Youtube.com

- Enabledapps.uploader
- NextId
- requests

For more info about YouTube's Privacy Policy, see

https://support.google.com/youtube/answer/7671399?p=privacy_guidelines&hl=en&visit_id=1-636626742668866680-1231269510&rd=1.

Targeting Cookies

These cookies are set through third party sites (such as social media). They may be used by those companies to build a profile of your interests and show you relevant ads on other sites. They work by uniquely identifying your browser and device. If you do not allow these cookies, you will not experience our targeted advertising across different social media websites.

Google / DoubleClick/ GoogleForms

- APISID
- SSID
- NID
- SID
- SAPISID
- HSID

For more information about the cookies that Google utilise, see:

<https://policies.google.com/technologies/types>

Facebook.com

- act
- c_user
- datr
- dpr
- fr
- pnI_data2
- presence
- sb
- wd
- x-src
- xs

For more information about the cookies that Facebook utilise, see:

<https://www.facebook.com/privacy/explanation>

Twitter.com

- _utma
- _utmz
- _ga
- _gat
- _gid
- _twitter_sess
- ads_pref
- app_shell_visited
- auth_token
- csrf_same_site
- csrf_same_site_set
- ct0
- dnt
- eu_cn
- external_referer
- fm
- geo_webclient
- guest_id
- kdt
- lang
- personalization_id
- remember_checked.com
- tfw_exp
- twid

For more info about Twitter's Privacy Policy, see <https://twitter.com/en/privacy>.

Soundcloud.com

- G_ENABLED_IDPS
- _qca

- _utma
- _utmb
- _utmc
- _utmv
- _utmz
- _ga
- _soundcloud_session
- remember_me_flag
- rubicon_last_sync
- rubicon_user_id
- sc_anonymous_id
- sclocale

For more info about Soundcloud's Privacy Policy, see <https://soundcloud.com/pages/privacy>.

YouTube.com

- APISID
- CONSENT
- HSID
- LOGIN_INFO
- PREF
- SAPISID
- SID
- SSID
- ST-vex6dy
- VISITOR_INFO1_LIVE
- YSC
- _ga
- remote_sid
- s_gl

For more info about Youtube's Privacy Policy, see https://support.google.com/youtube/answer/7671399?p=privacy_guidelines&hl=en&visit_id=1-636626742668866680-1231269510&rd=1.

Eventbrite.co.uk

- AMP_TOKEN
- AS
- G
- SP
- SS
- _biz_dfsA
- _biz_flagsA
- _biz_kypA
- _biz_nA
- _biz_pendingA
- _biz_sid
- _biz_uid
- _qa

- _gat
- _gid
- _mkto_trk
- _msuuiid_8095t6t28384
- _uetsid
- cm
- csrftoken
- eblang
- ethnio_displayed
- mginvites
- mgref
- mgrefby
- optimizelyBuckets
- optimizelyEndUderId
- optimizelySegments
- SERVERID
- _ar_v4
- ebGAClientid
- fbsr_28218816837
- lux_uid

For more info about Eventbrite's Privacy Policy, see https://www.eventbrite.co.uk/support/articles/en_US/Troubleshooting/eventbrite-privacy-policy?lg=en_GB.

Appendix 2

Right of Access

Under General Data Protection Regulation, you have the right to access your personal data, commonly referred to as 'subject access'. You can obtain the following from Quench Arts:

- confirmation that Quench Arts is processing your personal data;
- a copy of your personal data; and
- other supplementary information, including:
 - the purposes of our processing;
 - the categories of personal data concerned;
 - the recipients or categories of recipient we disclose the personal data to;
 - our retention period for storing the personal data or, where this is not possible, our criteria for determining how long we will store it;
 - information about the source of the data, where it was not obtained directly from you;
 - the existence of automated decision-making (including profiling); and
 - the safeguards we provide if we transfer personal data to a third country or international organisation.
 - the existence of your right to request rectification, erasure or restriction or to object to such processing;

This information is already provided in this Privacy Policy.

You can have the right to request that incorrect information is corrected. You also have the right to request erasure or restriction or to object to such processing.

You are only entitled to your own personal data. This does not include information relating to other people, unless you are acting on behalf of that person. If you are acting on behalf of someone else then you will need to provide evidence that you are entitled to act on behalf of the individual, for example with written authority to make the request or through a more general power of attorney. If the request does not relate to personal information, then it may be a request under the Freedom of Information Act 2000.

How to Make a Request

Though you can make an initial 'subject access' verbally or in writing, we will always request that you complete a subject access form, to ensure that we understand your request. We will email or post you a copy of the form, which you can complete electronically or by post.

If you have difficulties completing the form or making a written request, please contact us on 07716 362478 or info@quench-arts.co.uk and we will be happy to help you.

What will I receive?

If you are a member of staff or freelancer employed, or previously employed, by Quench Arts and have requested to see your information, you will be invited to our offices to view your file and associated data.

If you have requested data, depending on the volume of data, we may contact you and ask if it is more preferable for it to be supplied in electronic format, such as on a USB stick. Otherwise we will supply hard copies of data. There may be a restriction on the data you are provided. There are certain exemptions which mean we may not be able to disclose it to you. For example, we are unable to provide third party data or data which would affect a police investigation. If this is the case we will contact you and let you know the reasons why we are unable to provide the information.

If we do not hold any information we will confirm this in writing to you as a 'nil return'.

How long does it take?

Quench Arts is required to respond to subject access requests within **one month** from the day after receipt of the request. **Please note, the one month period begins from receipt of request, ID and any payment required.** Therefore it is suggested you send all your documentation as early as you can to avoid any delay.

Fee

In most cases we will not charge a fee to comply with a subject access request. However, where the request is manifestly unfounded or excessive we may charge a “reasonable fee” for the administrative costs of complying with the request. We will also charge a reasonable fee if you request further copies of your data.

Our fee for unfounded, excessive or repeat requests is £50 which covers staff time in dealing with such requests. We will provide written justification of our reason for charging a fee. We do not need to comply with the request until we have received the fee.

Identification

We require two types of ID - one photographic, such as a copy of a driving licence or passport and another which shows your current address, such as a utility bill, etc. Please send or email copies of these documents with your request to FREEPOST QUENCH ARTS or info@quench-arts.co.uk. We require this identification to be certain we are releasing data to the correct person.

Refusal

We can refuse a subject access request if it is manifestly unfounded or excessive, taking into account whether the request is repetitive in nature. In such cases we will provide written justification for our refusal.

What can I do if I am unhappy with the response?

If you are unhappy with the subject access response, please let us know. You can contact us in writing via email (info@quench-arts.co.uk) or in writing to: FREEPOST QUENCH ARTS.

If you remain unsatisfied by our response, please contact the information commissioner. They can be contacted as follows: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details on the Information Commissioner and their role can be found on their website www.ico.gov.uk.

Appendix 3:

Wix

Quench Arts uses Wix.com to provide our website. As a visitor to Quench Arts' website, Wix classes you as a 'User-of-Users'. Wix's full privacy policy is available here:

<https://www.wix.com/about/privacy>

A summary of the elements of the Wix privacy policy relevant to people accessing the Quench Arts website is available below, with full details below each section.

Summary (Section 6):

Wix may collect and process information regarding 'users-of-users'. They do this solely on their users' (e.g., Quench Arts') behalf, and at their direction. Their users (e.g. Quench Arts) are solely responsible for their users-of-users information, including for its legality, security and integrity.

Further Detail, as pasted from Wix's Policy: (Section 6 of their privacy policy):

Wix has no direct relationship with the individual Users-of-Users whose Personal Information it processes. If you are a visitor, user or customer of any of our Users, and would like to make any requests or queries regarding your Personal Information, please contact such User(s) directly. For example, if you wish to access, correct, amend, or delete inaccurate information processed by Wix on behalf of its Users, please direct your query to the relevant User (who is the "Controller" of such data – in this case Quench Arts). If requested to remove any Users-of-Users' Personal Information, Wix will respond to such request within thirty (30) days. Unless otherwise instructed by our User, we will retain their Users-of-Users' Personal Information for the period set forth in Section 12 below."

Sharing personal information with third parties (Section 8 of Wix's privacy policy)

Summary:

Wix may share the information of users-of-users with various third parties, including certain service providers, law enforcement officials and application developers. The information may be shared solely in accordance with their privacy policy.

Further details:

Wix may share your Personal Information with third parties (or otherwise allow them access to it) only in the following manners and instances:

8.1 Third Party Services:

Wix has partnered with a number of selected service providers, whose services and solutions complement, facilitate and enhance their own. These include hosting and server co-location services, communications and content delivery networks (CDNs), data and cyber security services, billing and payment processing services, domain name registrars, fraud detection and prevention services, web analytics, e-mail

distribution and monitoring services, session recording and remote access services, performance measurement, data optimization and marketing services, content providers, and our legal and financial advisors (collectively, “Third Party Service(s)”). Such Third Party Services may receive or otherwise have access to Visitors’ and Users’ Personal Information and/or Users-of-Users’ Personal Information, in its entirety or in part – depending on each of their particular roles and purposes in facilitating and enhancing our Services and business, and may only use it for such purposes.

Note that while Wix Services may contain links to other websites or services, Quench Arts nor Wix are not responsible for such websites’ or services’ privacy practices. We encourage you to be aware when you leave Wix Services to read the privacy statements of each and every website and service you visit before providing your Personal Information. This Privacy Policy does not apply to such linked third - party websites and services.

Wix is accountable for Personal Information that it receives under the Privacy Shield and subsequently transfers to a third party as described in the Privacy Shield Principles. In particular, Wix remains responsible and liable under the Privacy Shield Principles if third-party agents that it engages to process the Personal Information on its behalf do so in a manner inconsistent with the Principles, unless Wix proves that it is not responsible for the event giving rise to the damage.

Wix may share the information of our visitors, users and their users-of-users with various third parties, including certain service providers, law enforcement officials and application developers. The information may be shared solely in accordance with this policy.

8.2. Law Enforcement, Legal Requests and Duties:

Where permitted by local data protection laws, Wix may disclose or otherwise allow others access to your Personal Information pursuant to a legal request, such as a subpoena, legal proceedings, search warrant or court order, or in compliance with applicable laws, if they have good faith belief that the law requires them to do so, with or without notice to you.

8.3. Protecting Rights and Safety:

Wix may share your Personal Information with others if they believe in good faith that this will help protect the rights, property or personal safety of Wix, any of their Users, any Users-of-Users, or any member of the general public, with or without notice to you.

8.4. Social Media Features and Framed Pages:

Wix Services include certain Social Media features and widgets, single sign on features, such as the “Facebook Connect” or “Google Sign-in”, the “Facebook Like” button, the “Share this” button or other interactive mini-programs (“Social Media Features”). These Social Media Features may collect information such as your IP address or which page you are visiting on our Website and may set a cookie to enable them to function properly. Social Media Features are either hosted by a third party or hosted directly on Wix Services. Your interactions with these third parties’

Social Media Features are governed by their policies and not those of Quench or Wix.

In addition, Wix Services may enable Quench Arts to share your Personal Information with third parties directly, such as via page framing techniques to serve content to or from Third Party Services or other parties, while preserving the look and feel of Wix Website and Services (“Frames”). When choosing to interact or share any Personal Information via such Frames, we are in fact providing it to these third parties and not to Wix, and such interactions and sharing too are governed by such third parties’ policies and not those of Wix.

8.5. App Market Developers:

As part of the App Market program, Wix allow third party developers (“Third Party Developer(s)”) to develop and offer their own applications via the Wix App Market (“Third Party App(s)”), in conjunction with Wix.

Each Third Party Developer is bound by the [Wix App Market – Partner Program Agreement](#), which among others, contains restrictions on how they may access, store and use the Non-personal and Personal Information Quench Arts and/or our Users-of-Users provide them or Wix. Quench Arts review privacy policies accompanying Third Party Apps and ask Third Party Developers for any clarifications needed before deciding to install and use their Third Party App. Wix does not control and is not responsible for the actions or policies of any Third Party Developers, and our use of any Third Party App is at our own risk.

8.6. WixHive API:

By installing certain Wix Apps and/or Third Party Apps, Quench Arts also allow their respective provider to share and/or access certain Non-personal and Personal Information regarding Quench Arts and/or our Users-of-Users, via the “WixHive” API. Such information includes, among others, contact details, messages, business applications and certain activities on the Services and/or Quench Arts Website, which are stored and thereafter accessible via your User Account. For further details regarding the Personal Information that may be collected and shared via the WixHive API, please see the [Wix App Market Terms of Use](#).

In order to further protect Quench Arts and Users-of-Users’ privacy, Wix contractually prohibit all Third Party Developers from combining Personal Information collected across different User Websites and Services, and from sharing Users-of-Users’ Personal Information other than with other Apps installed on the same User Website or Services, for the purposes of such specific User Website or Services. Wix however may still access and use information collected and stored via the WixHive API across different User Websites and Apps, as necessary for providing and improving its Services.

Quench Arts are notifying our Users-of-Users of the collection, processing and use of their Personal Information via the WixHive API and informing them that their Personal Information will be transferred to and processed by Wix on Quench Arts’ behalf.

8.7. Wix Subsidiaries and Affiliated Companies:

Wix may share Personal Information internally within their family of companies, for the purposes described in their Privacy Policy. For example, they may share Quench Art's Personal Information with Wix.com Inc., their US-based subsidiary, in the course of facilitating and providing us (and our Users-of-Users) with our Services. In addition, should Wix or any of its affiliates undergo any change in control, including by means of merger, acquisition or purchase of substantially all of its assets, Quench Arts' Personal Information may be shared with the parties involved in such event. If they have good faith that such change in control might materially affect Quench Art's Personal Information stored, they will notify us via e-mail and/or prominent notice on their Website of this event and certain choices Quench Arts may have regarding our Personal Information.

Sharing of Personal Information from Wix subsidiaries and affiliated companies in the European Union and Switzerland to Wix' United States subsidiary, adheres to the EU-US and Swiss-US Privacy Shield frameworks.

To clarify, Wix may share Quench Arts' Personal Information in manners other than as described above, pursuant to our explicit approval, or if they are legally obligated to do so. Moreover, Wix may transfer, share, disclose or otherwise use Non-personal Information in its sole discretion and without the need for further approval.

12. Data Retention

Summary

Wix may keep Quench Arts' information for as long as our account is active, and longer as needed (for example, if they are legally obligated to keep it longer, or need it to protect their interests).

Full Details

Wix may retain Quench Arts' Personal Information (as well our Users-of-Users' Information) for as long as our User Account is active, as indicated in their Privacy Policy or as otherwise needed to provide Quench Arts with their Services. Wix may continue to retain such Personal Information even after we deactivate our User Account and/or cease to use any particular Services, as reasonably necessary to comply with their legal obligations, to resolve disputes regarding their Users or their Users-of-Users, prevent fraud and abuse, enforce their agreements and/or protect their legitimate interests.

Wix maintain a data retention policy which they apply to information in our care. Where Quench Arts' Personal Information is no longer required we will ensure it is securely deleted.

13. Security

Summary

Wix are committed to securing Users' (e.g. Quench Arts') personal information, and use various security measures to better protect it.

However, as they can't guarantee absolute protection – they encourage Users to be careful, set a strong password for their account, and avoid submitting any sensitive information which, if exposed, could cause Users major harm.

Full Details

Wix has implemented security measures designed to protect the Personal Information shared with us, including physical, electronic and procedural measures. Among other things, Wix offer HTTPS secure access to most areas on their Services; the transmission of sensitive payment information (such as a credit card number) through their designated purchase forms is protected by an industry standard SSL/TLS encrypted connection; and they regularly maintain a PCI DSS (Payment Card Industry Data Security Standards) certification. They also regularly monitor their systems for possible vulnerabilities and attacks, and regularly seek new ways and Third Party Services for further enhancing the security of their Services and protection of their Visitors' and Users' privacy.

Regardless of the measures and efforts taken by Wix, they cannot and do not guarantee the absolute protection and security of Users' Personal Information, Users-of-Users' Information or any other User Content we upload, publish or otherwise share with Wix or anyone else.

Quench Arts has set strong passwords for our User Account and User Website, and we avoid providing Wix or anyone with any sensitive information of which we believe its disclosure could cause substantial or irreparable harm. Furthermore, because certain areas on Wix Services are less secure than others (for example, if Users set their Support forum ticket to be "Public" instead of "Private", or if you browse to a non-SSL page), and since e-mail and instant messaging are not recognized as secure forms of communications, Wix request and encourage Users not to share any Personal Information on any of these areas or via any of these methods.

If you have any questions regarding the security of Wix Services, you are welcome to contact us at privacy@wix.com.