
Privacy Notice

Mouth That Roars Company Policy & Procedures

Denise Rose & Melanie Avis

Date of next review:

1st February 2025

Signed on behalf of the Company:



MLAvis

We are Mouth That Roars Ltd “MTR” registered company number: 4440995

This document contains information about how we collect, store, use and disclose information about you when you interact with us. It explains what happens to any personal data that you provide to us or that we collect from you when you access our services, use our website, communicate with us electronically or contact us in any manner.

Our privacy pledge:

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 protect your personal information and adhere to all current data protection act legislation with respect to protecting privacy. We do not give out, sell or trade our mailing list data with external organisations. We comply with the Data Protection Act 1998, the Privacy and Electronic Communications Regulations (PECR) and the new General Data Protection Regulations (GDPR) 2018.

We regularly review this policy, and we will place any updates on our web page.

What information do we collect?

Information you give to us:

You may give us information about yourself by corresponding with us by phone, email or by filling in company forms in person or on our website. When you use our website, we may collect the personal information that you provide to us, by filling in forms, for example your name, your email address, your telephone number, as well as any other contact or other information you choose to provide us in connection with the delivery of services. If you or a young person enquires about attending a film project, screening event or workshop run by us, we will collect the personal information that you provide to us, for example information about the young person including their name, date of birth, school they attend, and any additional needs they may have. We may also collect information from you as a parent/carer or referral agency in connection to the nature of enquiry or referral.

Information we collect automatically:

When you use our website, we may collect and process certain information related to your visit to our website and the resources you access such as your device’s IP address, referring website, what pages your devices visited, and at what time. This helps us to improve our services and collect statistical information about the use of our website.

Use of cookies:

The use of cookies is common practice on modern websites. A cookie is a small text file which is placed on your computer’s hard drive by a website. When you visit one of our websites, your browser checks to see if it has any cookies for it and sends the information contained in those cookies back to the site in order to tailor and improve your experience.

Our cookies record things like whether you are currently logged into your website account, to ensure you're given the right access on each page. They make sure the display settings you've selected before (for example, preferred language) – or the settings associated with your account permissions – are activated correctly. We also use third-party cookies to track how our websites are used, as well as to carry out our advertising and marketing activities.

Information collected via cookies will not identify you personally. It is statistical data about our visitors and their use of our site and does not identify any personal details whatsoever.

All computers have the ability to decline cookies. Different browsers offer different levels of control – for example you may be able to accept certain cookies and reject others, such as third party cookies. If you refuse cookies please be aware our websites may not work smoothly for you and there will be certain parts that won't function correctly.

Sensitive Information:

MTR may collect sensitive personal information about you including information about your ethnic origin, gender, disability or other protected characteristics; offences or alleged offences committed by you. We generally only collect this kind of information on a voluntary basis and after having obtained your explicit consent to do so, or where it is necessary to do so to comply with legal requirements (including for employment law purposes and to carry out our obligations arising from any contracts entered into between you and us). This information is used to evaluate the reach of our activities and the composition of the participants in our projects. This data is always aggregated and anonymised before being used in reports submitted to our funding partners.

How we use the information we collect?

When we ask you to provide your personal and or sensitive information, we will let you know why we are asking, and how we will use your data, by directing you towards this policy.

The information that we collect and store relating to you is primarily used to enable us to provide the best possible services to you. In addition, we may use the information for the following purposes:

- To set up and maintain effective contact and communications systems;
- To provide and operate our services effectively;
- To safeguard participants (young people) and those who use, work or volunteer with our services;
- To communicate information and updates about our services;
- For administration and reporting purposes including (but not limited to) statistical analysis and testing;
- To improve our website and marketing to ensure that content is presented in the most effective manner for you and for your device;
- To investigate and prevent fraudulent activities and other illegal activities;
- For any other purposes about which we notify customers, users and participants.

How do we share information we collect?

We will not sell or share your information to anyone without your explicit consent. Under certain circumstances we may be required to disclose your information in response to valid requests by public authorities such as the Police or security services. We will only pass your data to third parties in the following circumstances:

- you have provided your explicit consent for us to pass data to a named third party
- we are using a third party (eg Mailchimp) purely for the purposes of processing data on our behalf and we have in place a data processing agreement with that third party that fulfils our legal obligations in relation to the use of third party data processors
- we are required by law to share your data.

Third party links:

You might find links to third parties on our Website or via our Social Media channels, these may be partner organisations, funders or other arts organisations offering events or services we feel are of interest to our users. These third parties 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.

Google analytics:

When someone visits www.mouththatroars.com 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 may use a third-party providers to deliver our marketing or newsletters. We use their 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.

Online project booking/enquiries:

The information you provide when booking a project or making a project enquiry online will be used primarily to contact you regarding that enquiry and then confirm the project details and your participation, including adding that information to any contracts, agreements and invoices as appropriate. We will then use that information to contact you about future projects and opportunities where you have explicitly given your consent for us to use the information in that way.

How do we keep personal information safe?

We use appropriate technical, organisational and administrative security measures to protect any information we hold from loss, misuse, unauthorised access, disclosure, alteration and destruction. We will ensure that any third parties we use for processing your personal information do the same. We will do our best to protect your personal information, but it is not possible to guarantee complete security. Unauthorised entry or use, hardware or software failure, and other factors may compromise the security of user information at any time.

We may transfer data that we collect from you to locations outside the European Economic Area for processing and storing. By submitting your personal data, you agree to this transfer, storing or processing. We will take all reasonable steps to ensure that your data is treated securely and in agreement with this Privacy Policy.

We do not keep your information for longer than necessary.

What are your rights?

You can always opt not to disclose information to us, however, some information may be needed to register with us, take advantage of our services and participate in our projects.

We want to make sure that your personal information is accurate and up to date and we encourage you to get in contact with us if you have any concerns. You may ask us to correct or remove information you think is inaccurate or removed, even if correct. If you make a request relating to any of the rights listed below, we will consider each request in accordance with the General Data Protection Regulations. No administration fee will be charged for considering and/or complying with such a request and a response will be provided within 30 days.

- access to your personal information
- objection to processing of your personal information
- objection to automated decision-making and profiling
- restriction of processing of your personal information
- your personal data portability
- rectification of your personal information
- erasure of your personal information

If you wish to exercise any of your rights, as listed below please write to our Data Controller, Director Denise Rose at mouththatroars@btconnect.com or by writing to:

Mouth That Roars, MTR Studio, 29 Waterson St, London E28HT