Artsenta Privacy Statement

Artsenta is a non-profit organisation that provides creative wellbeing services in the Otago region. The privacy rights of the people we work with are important to us. This statement outlines what personal information we collect, how we store, use and share it, and how you can access or correct your personal information.

We collect personal information from you in order to provide services to you. This can include:

- Your full name and contact details
- Age, gender, ethnicity and demographic information you provide to us
- Health conditions that may impact on your safety
- An emergency contact
- Your mental health agency name and contact details
- Your MSD client number
- Survey results and responses
- Your bank account (if selling artwork through Artsenta)
- Any other information you choose to provide us such as your creative interests and goals, website profiles, images of your artwork or other feedback about the services we provide

We collect information in order to:

- Establish eligibility for our services
- Provide creative wellbeing services that meet your needs
- To ensure your safety while using our services
- Assess programme effectiveness and the impact of services on your wellbeing
- Report to funders of our services
- Contact you about changes to our services or any concerns you may raise

Providing basic personal information is required and without this we cannot provide services to you. Other information, such as artist surveys, bank account, stories or images for Facebook posts or newsletters, is optional. Staff will gain written permission for use of your artwork or personal story at the time of use.

We are required to share some of your information with funders. For Artsenta artists this could include name, demographic information, attendance data, and MSD #. For Outreach programmes this only includes demographic and attendance information. Staff will share only as much information as required or that you have given to us for this purpose (e.g. artist story or artwork).

All Artsenta artists will be added to our contact list so we can update you on upcoming events, closures or emergency situations. You can choose to opt out of this list at any time.

We will store and protect your information in the following ways:

- All artist forms containing personal information are held in the strictest confidence. These are kept in a locked cabinet with access limited to staff. Outreach staff will use a locked briefcase when providing regional sessions.
- All artists will be entered into our online artist database to record attendance. This is an online password protected server only accessible by staff. This information is held for 10 years after you stop using our services in line with the Health Act.
- Artist information held in relation to exhibitions, events and other programmes is stored on staff computers. These are pin protected and only accessible to staff. Files are backed up in the cloud with Google Workspace.
- If artists sell artwork through Artsenta, their bank account and sales information will be stored on Xero. This is only accessible by accounts and management staff, is password protected and has 2-Factor authentication.
- Staff will take all reasonable steps to ensure the personal information we collect is protected against loss, unauthorised access and disclosure or any other misuse. Artsenta has an Information Management, Privacy & Security Policy in place to ensure staff manage and protect Artsenta data and devices.

Your privacy rights include the right to:

- Request a copy of any personal information we hold about you.
- Request changes to your information if you think it is incorrect
- Raise a concern about how we have used your information

If you have any questions about this Statement, would like to see the information we hold about you, or raise any other concern, you can contact our Privacy Officer as outlined below:

Director of Artsenta
director@artsenta.org
Ph. 03 477-9566
PO Box 5986, Dunedin/Ōtepoti, 9058