

# A SINGLE THREAD

## PRIVACY POLICY

### A Single Thread CIC

A Single Thread CIC is the entity that designs and delivers the Sustainable Fashion Week event, alongside participating in a number of different community engagement activities. We will be collecting email addresses, and potentially addresses and telephone numbers through our website and in-person events to support us in the design and delivery of our activities. We will also be collecting personal data for shipping any items bought through the 'SFW Shop' connecting to our website.

### Our commitment to protecting your data

This policy outlines how any personal data we collect from you or that you provide to us is processed. We are committed to protecting your privacy and will ensure that we always use your data in the ways that you have agreed. Personal data that we collect from you will be processed in line with the General Data Protections Regulations Act (GDPR) and with our Terms & Conditions. Your data will always be processed lawfully, fairly and transparently. Please inform a parent or guardian if you are under 18, before submitting any data through our site.

### How we use information

All data stored by A Single Thread CIC is given voluntarily by members of our community.

Most frequently people will enter their names and email addresses through our website to be added to our mailing list. Occasionally we will run an engagement activity and collect names, email addresses, addresses and telephone numbers as part of the booking process. In our annual audience surveys we may also collect postcodes. These processes will always be 'opt-in' and inclusion on our mailing list is voluntary. If a customer opts-in to our mailing list, they will receive our newsletters. In the process of managing event bookings, we may contact customers via telephone or your mailing address, but this contact will always be to share information about the event in which they have chosen to participate.

We will collect names, email addresses and addresses for any items bought through the SFW Shop. This is only used for postage and for contacting a customer about an order. In the case we need to contact a customer, this will only be about the current order that has been placed. Card details are not stored through Stripe, the payment platform connected to the SFW Shop.

We will never pass on your details to third parties for marketing purposes.

We regularly run surveys to better understand our community member's barriers to participation in sustainable fashion. This data is both quantitative unless we offer the opportunity to give feedback on our activity. Before using any qualitative feedback in such things as our annual Impact Report we would ask for the contributor's permission at the time the feedback is given.

### Use of Cookies

Our site operates cookies and we use these to monitor the analytics for our website, including the number of unique visitors to the site and the number of page views. Any information collected by cookies is used internally by A Single Thread CIC team members and advisory board members, but never shared outside of the organisation.

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We may occasionally collect anonymous information about your browsing behaviour on our site in order to improve our service to you. This information is collected via a Cookie file, which is stored on your hard drive or on your browser. The information contained in a Cookie file is then transferred to your computer's hard drive.

The information we gain from Cookies is used to continually improve our site and the service we provide. By visiting and continuing to use our site you are agreeing to the way we use Cookies.

If you wish to block the use of Cookies, you can activate the setting on your browser which allows you to refuse all or some Cookies. Unless these settings have been adjusted in your browser, we will issue Cookies as soon as you begin use of our site.

### Remarketing

Our website currently does not use remarketing services to advertise on third party websites to previous visitors to our site.

### Personal Information

The personal information we collect and hold will be held securely and in accordance with the law. Access to customer information is limited to staff who require access to process orders. We use full login and password controls to protect the information held. Information transmitted via the internet is however not completely secure. We therefore cannot guarantee the security of your data transmitted to our site and this is done at your own risk.

### Disclosure of your Information

We will not pass your information to any third parties outside of A Single Thread CIC without gaining your permission first. We will not pass on your information to third parties for marketing purposes. When running a collaborative event we may need to share certain information with a partner of A Single Thread CIC (for example, sharing names, email addresses and telephone numbers with a workshop host). It will be made clear at the point of submitting your information that we will be sharing it with a collaborative partner.

We may be under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms and Conditions; or to protect the rights, property, or safety of A Single Thread CIC, our customers, partners or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

### Staff and volunteer data management

A Single Thread CIC will store basic contact information for all their staff and volunteers, including: personal email addresses, postal addresses, telephone numbers, access and extra support needs. This information will only be used in liaison with staff and volunteers about their role and will never be disclosed to third parties outside of A Single Thread CIC without the individual's prior permission.

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When staff and volunteers join the team, they will be offered the opportunity to complete an Equalities Monitoring Form. This is entirely voluntary. All data from these forms will be stored anonymously and will only be used for internal monitoring purposes. This data will not be shared with third parties other than potential funders of the organisation in the process of monitoring diversity and inclusion.

### Your rights

At any time, you can request from us a copy of the personal data we hold on you, in accordance with GDPR. You can also unsubscribe from our mailing list so that we do not use your details for marketing purposes. If you need assistance to unsubscribe please contact us using the address below.

### Contact Us

If you have any queries regarding this policy or wish to gain a copy of the personal information we hold on you please write to us at the address below:

A Single Thread CIC  
56 Stackpool Road  
Southville  
Bristol  
BS3 1NN