

ATELIER VAN LIESHOUT

Privacy policy

This Privacy Policy sets out how Atelier Van Lieshout uses and processes data from visitors, customers and supporters, and applies to the website ateliervanlieshout.com and all other websites that are published on behalf of Atelier Van Lieshout. Atelier Van Lieshout is committed to ensuring that your privacy is protected.

Atelier Van Lieshout may change this policy from time to time by updating this page. You should check this page regularly to ensure that you are satisfied with any changes.

This policy is effective from 1 January 2018.

This privacy policy is governed by Dutch law. Disputes in relation to the use of this website can only be submitted to the competent court in Rotterdam.

This website, published on ateliervanlieshout.com is compiled and updated with the utmost care. Atelier Van Lieshout assumes no liability whatsoever for the use of this website. Atelier Van Lieshout offers no guarantee that this website is virus-free, nor that it will be accessible at all times or that it will always be in perfect working order.

Non-public domain images and texts on this website are protected by copyright, with the creator or Atelier Van Lieshout being the copyright owner of the photographic material. The mere fact that this website contains images and texts does not necessarily mean that the Atelier Van Lieshout is at liberty to grant licenses for additional publication or reproduction thereof. The Atelier Van Lieshout brands and logos are protected under trademark law. Unauthorised use of these brands is prohibited.

If you have any questions or queries about this policy please use the contact information at the bottom of this policy.

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1. What Kind of Information Do We Collect and Process?

When browsing our website we collect data using Google Analytics that tracks our visitors' behaviour on our website which provides insight into ways we can improve the usability of the website. This information is also used for retargeting advertisement campaigns on Atelier Van Lieshout's various social media platforms Facebook and Instagram and used for internal reporting purposes. Google Analytics uses cookies to track this information but Google Analytics is anonymised in accordance with

GDPR. By not accepting our cookies, all parts of the website will remain at your disposal, but your details and behaviour will be excluded from being collected or purposed as stated above.

Mailing List

In order to sign-up to our mailing list, you need to provide your email address, first name, last name, city and country of residence. By signing up, either through Atelier Van Lieshout's website, activities or on our premises, we register your details and add you to our mailing list. You can set your preference for either English or Dutch mailings. Using this information, you can unsubscribe at any time. The option to do so is linked from every email you receive from us at the bottom. By unsubscribing, you are only unsubscribed for the specific mailing list you are subscribed to. For a full overview of your subscriptions and requesting to unsubscribe from all, please send us an email to request change or removal of your details known at Atelier Van Lieshout.

Booking Events and Reservations

In order to book a place for an event, you will be required to provide more information including your name, email, billing address and payment information if you are signing up for a ticketed event. Any external partner involved, such as payment providers assigned by Atelier Van Lieshout, are operating in accordance with GDPR. Booking details will remain saved and centralized in our CRM system and website CMS.

Memberships

When buying a membership for yourself or on another's behalf you will be required to provide your Name, Postal Address, Billing Address, Email Address and Telephone Number. Payment details will be registered in our CRM system in case you opt for an membership on auto renewal of invoiced base. If you are purchasing a gift or joint membership you will also be required to provide the relevant details of the intended recipient.

Buying a Product Online

When buying a product online you will be required to provide your name, email address, delivery and billing address in order to fulfil your order. In case of subscription-based products, we will save additional information such as a start date, end date and payment or invoice details Any external partner involved, such as software suppliers and payment providers assigned by Atelier Van Lieshout, are operating in accordance with GDPR.

Submitting work to Atelier Van Lieshout

When sending us material for exhibitions, residencies or related activities you will be asked for information about the content and authorship of the material. Atelier Van Lieshout will store your materials for research purposes and occasionally remove materials from the database. In case your submission isn't relevant or outdated for Atelier Van Lieshout to consider, do not contact us for a replacement but send in your latest relevant work for consideration.

Visiting the galleries

When visiting Atelier Van Lieshout in Rotterdam or other satellite locations for an event or opening, images of you may be captured for promotional purposes. In case you find yourself included in photography against your will, fill in the form to request for removal. Atelier Van Lieshout will adjust the publication and confirm the removal of the original file for future use.

2. What do we use your personal data for?

We use your personal data, including any of the personal data listed above, for the following purposes:

Atelier Van Lieshout primarily uses email as our main communication method. As standard, we send a regular newsletter which generally features information about our current and upcoming exhibitions, talks and events, featured content and videos and relevant third party reciprocal marketing. The content and layout of our emails are subject to change and you are welcome to update your preferences or unsubscribe altogether as and when you wish. Atelier Van Lieshout occasionally uploads email addresses of newsletter subscribers for social advertising in order to reach a growing and relevant audience. In case you have an active social media profile, messages aligned with Atelier Van Lieshout's activities will be shown in advertisements. If you have no active social media profile, there won't be any effects to this action.

Registering you for a talk, course or event

In order to book a place on any of our talks, events we require information including billing details in order to process transactions and book you a place. Your registration is saved on our website CMS as a functional database, in case of bookings fail. After a successful registration, we will save your booking in our CRM system.

Administering membership requires personal information to be held about you and potentially a joint member related to you or a gift recipient for correct servicing and fulfilling your gift order.

When donating or becoming a member if applicable we will store a declaration for purposes of claiming gift aid on your behalf in both our CRM and financial administration.

General

We also use stored data regarding memberships, bookings and donations to build a picture of our audiences and in the future provide tailored emails and offers to you:

- To develop new products and services and to review and improve current products and services
- To comply with legal and regulatory obligations, requirements and guidance
- To process any donations made to Atelier Van Lieshout

The website collects some anonymous information about you automatically as you move through the site. This information is used to help us monitor how you and other visitors use the site, allowing us to provide an improved service throughout the site. We ask for information about work submitted to us for exhibition or sale for the benefit of the viewer or buyer.

The CCTV video registration system at Atelier Van Lieshout is installed for the safety of visitors and the security of the exhibited works. The footage is retained 14 working days and then systematically deleted unless the footage is required for evidential purposes. In this case, it is possible Atelier Van Lieshout has to make footage available to authorities such as the police. People involved will be informed of our best options possible.

3. How do we collect your data?

We collect different information about you in a number of ways:

Information you give us when you buy tickets, sign up to our newsletter, request marketing materials, submit for the Atelier Van Lieshout Residency or the Material Fund, give us feedback or make a donation, we will store the personal information you give to us such as your name, email address,

postal address, telephone number and card details. We will also keep a record of your purchases and donations.

Automated technologies or interactions

As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies and other similar technologies.

4. Information from third parties

We occasionally receive information about you from third parties as set out below:

- Analytics providers such as Google
- Advertising networks such as Facebook
- Search information providers such as Google AdWords
- Partners: Atelier Van Lieshout sometimes is requested by partners to service invitations for openings, events or complimentary products related to Atelier Van Lieshout. In this case Atelier Van Lieshout and the partner sign an agreement.

5. What are the legal grounds for our processing of your personal information?

- Where we need to perform the contract we are about to enter into or have entered into with you (i.e. purchasing tickets)
- Where it is necessary for our legitimate interests and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.
- Where we have your explicit consent before using your personal information in that specific situation.

6. Disclosure of your details to third parties

There are certain circumstances under which we may disclose your personal information to third parties. For instance to our service providers who process data on our behalf and on our instructions (for example our ticketing and CRM software providers). We require all third parties to respect the privacy of your personal information and to treat it in accordance with the law.

In order to process physical mail-outs, we will provide information to a third party mailing house. As a third party contractor, we have ensured that they are GDPR compliant.

We do not allow our third-party service providers to use your personal information for their own purposes and only permit them to process your personal information for specified purposes and in accordance with our instructions.

7. How and when can you withdraw your consent?

Where we're relying upon your consent to process personal data, you can withdraw this at any time by contacting us using the details below.

8. For how long is your personal information retained by us?

Depending on the level of information we hold on you and the purposes of holding that information will determine how long we retain data for.

9. What are your rights under data protection laws?

Here is a list of the rights that all individuals have under data protection laws. They don't apply in all circumstances. If you wish to use any of them, we'll explain at that time if they are engaged or not.

- The right to be informed about the processing of your personal information
- The right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
- The right to object to the processing of your personal information
- The right to restrict processing of your personal information
- The right to have your personal information erased (the "right to be forgotten")
- The right to request access to your personal information and to obtain information about how we process it
- The right to move, copy or transfer your personal information ("data portability")
- Your right to object
- You have the right to object to certain purposes for processing, in particular to data processed for direct marketing purposes and to data processed for certain reasons based on our legitimate interests.

You can contact us using the information below to exercise these rights.

No fee usually required

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal information (or to exercise any of your other rights). This is a security measure to ensure that personal information is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

Atelier Van Lieshout is by law obliged to respond to and solve all legitimate requests within one month, starting from the date your request was made per e-mail. In case of a request, Atelier Van Lieshout is partially dependent on the response time by the person making the request. In case it may take Atelier Van Lieshout longer than a month we will notify you in time and keep you updated.

10. Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and other procedures to safeguard and secure the information we collect online, through offline forms, sales or on personal request.

11. Cookies

A cookie is a text-only string of information that a website transfers to the cookie file of the browser on your computer's hard disk so that the website can remember who you are. A cookie will typically contain the name of the domain from which the cookie has come, the 'lifetime' of the cookie, and a value, usually a randomly generated unique number.

Managing cookies

Most web browsers allow you to control the cookies stored on your computer through your browser's settings. To find out more about cookies, including how to see what cookies have been stored and how to manage and delete them, visit <http://www.allaboutcookies.org/>

Removing or disabling cookies

You may choose to remove or block cookies at any time by adjusting your browser settings, but in some cases, this may impact your experience of our website.

12. Changing or removing your personal details

If at any time you wish to change or remove your personal details, send us an email.

13. Contacting us regarding this privacy policy and personal details

You may contact us by email or phone in matters relating to any of the above using the following details:

Email

Rei Lennaerts, info@ateliervanlieshout.com

Post

Atelier Van Lieshout
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2029 BS Rotterdam

Phone

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