

Art Behaviour

Privacy Notice — Website and Clients

Last updated: June 2026

1. Who We Are

Art Behaviour provides art-based support services for children and adults who need additional help. We are based at Art Behaviour, Brooklands House, 58 Marlborough Road, Lancing, BN15 8AF.

We are the data controller for the personal information we hold about you. You can contact us at: helpme@artbehaviour.com

Our data protection contacts are: Justine Van De Weg (Director) and Sharon Elliott (Administrator, Technical and Course Advisor)

2. What Information We Collect

We collect and process the following personal information:

- Name and contact details (address, email address, telephone number)
- Date of birth and age
- Emergency contact details — for children this will be a parent or guardian, for adults this may be a carer or next of kin
- Health and medical information relevant to the support we provide
- Mental health and emotional wellbeing information
- Special educational needs or disability information
- Information shared by referrers such as schools, social workers or carers, with your consent
- Attendance and session records
- Photographs and videos taken during sessions or events (with consent)

3. How We Use Your Information

We use your personal information to:

- Provide appropriate art-based support tailored to your individual needs
- Communicate with you and any agreed support contacts about sessions and progress
- Ensure the health, safety and wellbeing of all clients
- Liaise with schools, social workers, carers and other support professionals where you have given your consent
- Meet our legal obligations
- Send you newsletters and updates via Mailchimp (with your consent)

4. Our Lawful Basis for Processing

We process your personal information on the following lawful bases:

- Contract: where processing is necessary to provide our services to you
- Legal obligation: where we are required by law to process your information
- Consent: where you have given us permission to use your information or share it with others
- Legitimate interests: where we have a legitimate reason that does not override your rights

For sensitive personal information such as health, mental health and disability information, we process this on the basis of your explicit consent.

5. Sensitive Personal Information

We work with clients who may share sensitive personal information including health conditions, mental health and emotional wellbeing information, and special educational needs or disability information. We handle all sensitive information with the utmost care and confidentiality.

We process sensitive information only with your explicit consent and only for the purpose of providing appropriate support. You may withdraw consent at any time.

6. Children and Vulnerable Adults

We take the protection of children's and vulnerable adults' information very seriously. For clients under 18, we require the consent of a parent or guardian. For adults who have a carer, we will agree with you how information is shared.

We do not share information about children or vulnerable adults with third parties except with their explicit consent or where required by law, including for safeguarding purposes.

7. Sharing Information with Support Professionals

Where you have given your explicit consent, we may share relevant information with schools, social workers, carers and other support professionals involved in your care. We will always tell you who we are sharing information with and why, and we will not share information without your agreement except where required by law or where there is a safeguarding concern.

8. Third-Party Tools and Suppliers

We use Mailchimp to send newsletters and communications to those who have consented to receive them. Mailchimp acts as a data processor on our behalf. We remain your single point of contact for any data protection concern — you do not need to contact our suppliers directly.

9. AI and Automated Tools

We do not use AI or automated tools to make decisions about you. Where any AI tools are used in our administration, they are used with human oversight only and will not affect any decision made about you without a named member of our team reviewing it personally.

10. How Long We Keep Your Information

We keep your personal information for one year after your sessions with us end. After this period, your information is securely deleted unless we are required by law to keep it for longer.

11. Your Rights

Under UK data protection law, you have the following rights:

- The right to access the personal information we hold about you
- The right to correct inaccurate information
- The right to request deletion of your information
- The right to object to or restrict processing
- The right to withdraw consent at any time
- The right to data portability

To exercise any of these rights, please contact us at helpme@artbehaviour.com. We will respond within one month.

12. Data Protection Complaints

If you have a concern or complaint about how we handle your personal information, please contact us in the first instance:

- By email: helpme@artbehaviour.com
- By post: Art Behaviour, Brooklands House, 58 Marlborough Road, Lancing, BN15 8AF

We will acknowledge your complaint within 30 days and aim to resolve it as quickly as possible. You do not have to wait for us to finish before contacting the ICO, though we would always appreciate the opportunity to put things right first.

If you are not satisfied with our response, you have the right to complain to the Information Commissioner's Office (ICO):

- Website: www.ico.org.uk
- Telephone: 0303 123 1113 (Monday to Friday, 9am to 4:30pm)
- Live chat: available at ico.org.uk
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

13. Accessibility

We want this notice to be accessible to everyone. If you need it in a different format, or would prefer to speak to someone directly rather than communicate in writing, please let us know and we will do our best to help.

14. How We Keep Your Information Safe

We take appropriate technical and organisational measures to keep your personal information secure. Access to personal information is restricted to those who need it to carry out their responsibilities.

15. Changes to This Notice

We may update this privacy notice from time to time. The current version will always be available on request. This notice was last updated in June 2026.

16. Contact Us

If you have any questions about this privacy notice or how we handle your information, please contact us at helpme@artbehaviour.com or write to us at Art Behaviour, Brooklands House, 58 Marlborough Road, Lancing, BN15 8AF.