studio 303
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Privacy Policy

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Adopted by: Board of Directors of Studio 303
Person in charge of implementing the policy: Management of Studio 303
Effective date: September 2023
Scope: This policy applies to all users of our services, regardless of their status (e.g., participants, visitors, artists, administrators, employees, interns, freelancers (including teachers and artists), and volunteers.

Commitment

Protecting your privacy is a priority for Studio 303. This policy aims to inform you of the guidelines established to safeguard the personal and non-personal data you entrust to us through the web or any other means.

General Principles

In the course of our activities, Studio 303 may collect personal information that you provide to us for the purposes described below or as indicated when giving your consent. This policy outlines how Studio 303:

- *Collects personal information;*
- *Uses this information;*
- *Shares the information with third parties.*

Studio 303 is subject to the Personal Information Protection and Electronic Documents Act (PIPEDA) at the federal level and Act 25, overseen by the Access to Information Commission in Quebec. All Studio 303 employees are responsible for implementing the data privacy policy and personal information management practices.

Definition of Personal Information

Personal information is defined as any information concerning an individual that allows distinguishing, identifying, or contacting a specific person, other than their professional contact details.

Consent

Your consent for the communication or use of your personal information must be given explicitly (verbally or in writing). It will be valid for the purposes mentioned in this policy and any specific purposes mentioned during consent, if applicable. The consent will be valid for the duration necessary to achieve the objectives specified in this policy. You can withdraw your consent at any time, as indicated below.

Personal Information Collected

The personal information that Studio 303 may collect, with your consent and under certain circumstances, includes the following:

- Personal information (name, first name, personal pronouns, phone numbers, mailing addresses, and email addresses);
- Language of correspondence;
- Data about your purchases, donations, and payment methods;
- Donation history during fundraising campaigns;
- Subscription data (for our activities and newsletters);
- Statistical data provided by analytical applications for our website;

- Social media and mailing service providers;
- Photos and videos taken during Studio 303 activities;
- Data collected in surveys.

Collection of Personal Information

The collection of personal information by Studio 303 occurs when you use our services and voluntarily provide your personal information. For example, by:

- Using in-person or online services;
- Participating in an event or activity;
- Participating in a workshop;
- Purchasing a ticket;
- Donating;
- Applying to our calls (residencies, workshops, independent productions, etc.);
- Sending a question or comment through any means of communication;
- Responding to our surveys;
- Subscribing to electronic communications, such as newsletters.

The collection of personal information is limited to the information necessary for the purposes specified in this policy.

Purposes of Collection

Please note that we only collect data that helps us fulfill our mission. We will not collect additional data without informing you beforehand. We do not sell your data! We do not profit from your information.

How We Use Personal Data

The data we collect automatically (Cookies and Google Analytics) are used for security and statistical analysis purposes to enhance the user experience and our services and activities.

The non-automatic data we collect when you perform certain functions may be used for the following purposes:

- To process rental, registration, or ticket purchases for our services and activities and to inform you in this regard;
- To establish and confirm your identity;
- To respond to your information requests, maintain the quality of our customer service, and prevent fraud;
- To tailor to your needs, interests, and preferences, and inform you about our programs, news, services, and activities that may interest you;
- To improve our services and activities;
- For statistical purposes;
- For the management of our website and social networks;
- For any other purposes authorized or required by law.

With Whom We Share Personal Data

Employees

We may disclose user data to the relevant members of our organization who reasonably need it to achieve the goals stated in this policy.

Third Parties

In the course of our activities, we may need to share some of your data with certain third parties. In those cases, your personal information is hosted in Quebec, Canada, but also in the United States with service providers subject to different personal information protection rules, as dictated by local laws. These IT providers include:

- Web providers (e.g., Wordpress);
- Online payment platform (e.g., Zeffy);
- Newsletter sending service provider (e.g., Mailjet);
- Cloud data storage provider (e.g., Google Drive, Airtable, Jotform).

Please note that if you follow hyperlinks from our site to other sites, you need to refer to their privacy policies and practices.

Accuracy of Information

Studio 303 takes reasonable measures to ensure the accuracy of the personal information collected. We appreciate your contribution to this accuracy by notifying us of any changes to your personal information or any errors that may exist (for example name, pronoun, or address changes).

Right to Access, Rectify, and Withdraw Consent

a) Right to access your personal information

Studio 303 allows you, subject to the conditions and exemptions provided by law, to access the personal information we hold about you. Upon request with proof of identity, we can inform you of the personal information held, its usage, including disclosure to third parties, and allow you to review it. You may also request a copy of your file for a reasonable fee.

b) Right to rectify or delete personal information

You will have the option to correct personal information we have collected when that information is inaccurate, incomplete, ambiguous, outdated, or not justified by the purposes described in this policy. You will also have the option to delete any confidential information collected.

c) Right to withdraw consent

Any request for rectification or deletion must be made in writing. Upon receipt of the request, we commit to respond within thirty (30) days at the latest.

Contact Information

For any questions or comments regarding how we process your personal information, our data privacy policy, or to exercise any of your rights, please feel free to contact us:

By Email: Mari Deckers (General Manager) mari@studio303.ca
By Mail: 372 Ste-Catherine West, Montreal, QC, H3B 1A2
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