



## Privacy Notice

Updated: 14 January 2026

This Privacy notice explains how Mosaic Rooms collects, uses, stores and protects personal data. We understand that your personal information and privacy is important to you. We make every effort to ensure that the information you share with us is recorded accurately, retained securely and used only according to your wishes.

Mosaic Rooms complies with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations (PECR). We do not sell, trade or share our mailing list data with external organisations for their own marketing purposes.

### Who we are

Mosaic Rooms is an independent, not-for-profit arts organisation that supports and promotes contemporary culture from the Arab world and beyond.

Mosaic Rooms registered as an independent charity in 2025 (charity number 1183882) and as a charitable company limited by guarantee (company number 11477610).

For the purpose of data protection law, Mosaic Rooms is the data controller.

### How to contact us

If you have any questions on our privacy notice, or information we hold about you please contact us:

#### Mosaic Rooms

226 Cromwell Road London  
SW5 0SW UK

Email: [contact@mosaicrooms.org](mailto:contact@mosaicrooms.org)

Data protection registration number: **ZB00552**

### What information we collect

We collect and process personal data that you voluntarily provide us, including when you:

- Sign up to our newsletter
- Book or attend events

- Make purchases online or in person
- Complete visitor or audience surveys
- Apply for a job or opportunity
- Enter into a contract with us (for example as an artist, freelancer, supplier or collaborator)
- Communicate with us directly

Personal data we may collect includes:

- Name and title
- Postal address
- Email address and phone number
- Contact and communication preferences
- Bank or payment details (where required to process fees, invoices or payments)
- Tax, company or registration information (where required for contractual, accounting or legal purposes)

We may also hold records of your interactions with us, including:

- Event bookings, attendance and ticket purchases
- Online or in-store purchases
- Gift Aid declarations and donation history
- correspondence sent to or received from you
- Contracts, invoices and records relating to freelance work, commissions, services or supplies
- information you choose to share when applying for employment, commissions or opportunities
- Publicly available information relevant to professional engagement (for example when researching speakers, artists or collaborators)

### **Equality, diversity and analytics data**

Where relevant, we may collect equality and diversity information (such as ethnicity, age range, gender or disability) for monitoring and reporting purposes. This information is collected on a voluntary basis and is used only in anonymised or aggregated form.

We also use analytics tools (Google Analytics) that provide statistical information about website use (for example approximate location, device type or age range). This data does not identify individuals.

### **How we use your information**

Depending on your relationship with Mosaic Rooms, and the preferences you have specified, the data that we hold may be used by us for the following purposes:

- Deliver services, events and purchases you have requested
- Send you essential administrative communications (e.g. booking confirmations)
- Send newsletters and information about exhibitions, programmes, events and Bookshop activity, where you have chosen to receive them
- Carry out fundraising activity and communicate with supporters, where appropriate
- Conduct research, evaluation and audience development
- Respond to enquiries, feedback or complaints
- Comply with legal and regulatory obligations

Tools may be used to help us understand how our communications are received, such as email open and click-through statistics. This information is generally used in aggregated form to improve our communications.

You can opt out of any / all of our communications at any time by using the unsubscribe link in our emails or contacting [contact@mosaicrooms.org](mailto:contact@mosaicrooms.org)

### **Lawful bases for processing**

We only use your personal data where the law allows us to do so. Depending on the context, this may include:

- Consent: for example, when you choose to sign up to receive our newsletter
- Contract: where processing is needed to manage bookings, purchases or contractual agreements
- Legitimate interests: where we may use personal data in ways that support our charitable aims and day-to-day work, without overriding your rights or freedoms. This may include analysing attendance or feedback, understanding how people engage with our programmes and using this information to plan, deliver and improve our activities and visitor experience.
- Legal obligation: where we are required to process data by law. For example, keeping financial records to comply with charity and company law

Where we rely on consent, you can withdraw it at any time.

### **How we update, screen and analyse your information**

We may review and update our records to ensure your information remains accurate. In some cases, we may use publicly available sources (such as websites or publications) to verify professional information, for example when researching potential speakers, artists or collaborators.

## **Who we might share your information with**

We do not disclose personal data to any third parties or external organisations, other than data processors carrying out work on our behalf.

We use trusted service providers (data processors) to carry out functions on our behalf, including:

- Email distribution and mailing list management (e.g Mailchimp)
- Ticketing and event management (e.g Eventbrite)
- Website hosting and analytics (e.g. Google Analytics)
- Payment processing (e.g. Square)

All data processors act under contract and are required to keep your information secure and confidential.

We never sell personal data.

## **How we keep your information secure**

We have implemented security procedures, rules and technical measures to protect the personal data that we have against unauthorised access, loss, misuse or alteration.

Access to personal data is restricted to staff and contractors who need it for their role and who are subject to confidentiality obligations.

## **How long we keep your information**

We keep personal data only for as long as necessary for the purposes for which it was collected, including legal, accounting and reporting requirements. Retention periods vary depending on the type of data and the context in which it was collected.

## **Your Rights**

You have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete data
- Request deletion of your personal data
- Restrict or object to certain types of processing
- Request data portability where applicable
- Withdraw consent at any time
- Lodge a complaint with the Information Commissioner's Office (ICO)

## **Subject Access Requests**

You can request a copy of the personal data we hold about you by contacting [contact@mosaicrooms.org](mailto:contact@mosaicrooms.org).

We may need to verify your identity before processing your request. We will respond without undue delay and within one month. If a request is complex, this period may be extended by up to two additional months, and we will inform you if this applies

## **Cookies**

In order to make the Mosaic Rooms websites easy to use and improve our service, we sometimes place small amounts of information on your computer. These are known as cookies and they are used by most major websites.

## **Online security**

While we take all reasonable steps to protect your data, transmission of information over the internet is not completely secure. Any data you send to us is transmitted at your own risk. Once received, we use appropriate security measures to protect it.

## **Payment and secure shopping**

All our in-store (including bar and bookshop) and online payments and donations are processed securely using Square. You can view [Square's privacy policy here](#).

## **Children and young people**

We are committed to protecting the privacy of children and young people. Where we collect personal data relating to individuals under 18, we make clear why the data is collected and how it will be used. Please refer to our Safeguarding Policy for further information.

## **CCTV**

CCTV operates at Mosaic Rooms' premises to help ensure the safety of visitors, staff and the building. Footage is retained for up to one month unless required for investigation.

## **Third-party platforms and services**

Our website and communications may link to third-party platforms and services, including:

- Google Analytics
- Mailchimp
- Eventbrite

- Vimeo
- SoundCloud
- Linktree
- Meta platforms (Facebook and Instagram)
- X (formerly Twitter)

Each provider has its own privacy policy, which we encourage you to review. Mosaic Rooms is not responsible for the privacy practices of external websites or platforms.

## **Applying for a job**

Personal data provided as part of a job application is used only for recruitment purposes and is stored securely. Application data is deleted six months after the recruitment process has concluded.

The personal data you provide in order to apply for a job is stored in a restricted access filing system and used for the purposes of shortlisting and interviewing. The information will be deleted six months after the application deadline for that job.

## **Changes to this Privacy Notice**

We review this privacy notice regularly and may update it from time to time. Any changes will be published on this page and will take effect from the date of publication.

This Privacy Notice was last updated on **14 January 2026**.

## **Complaints**

If you have concerns about how we handle your personal data, please contact us in the first instance at [contact@mosaicrooms.org](mailto:contact@mosaicrooms.org)

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):[www.ico.org.uk](http://www.ico.org.uk) 0303 123 1113

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