



Privacy Policy

UPDATED 1 JULY 2026

About this copy. This is ISTA's Privacy Policy as published on istaglobal.org when it was downloaded or printed, on the date shown at the top of this copy. We review and update our policies from time to time, so this copy may since have been replaced. The current version, which is the one that applies, is always at istaglobal.org/legal/privacy-policy.

How we collect, use and protect your personal data, and the rights you have over it.

We respect your privacy and are committed to protecting your personal data. This policy explains how we collect, use, disclose, and protect your personal data when you visit our website (www.istaglobal.org), become an ISTA member, register for an event, or otherwise interact with us. It also outlines your rights under applicable data protection laws, including the UK GDPR.

1 Who We Are

We are ISTA Global Arts Learning Ltd. (ISTA), a UK registered charity (No. 1050103) and a company limited by guarantee (No. 03108893), with our registered office at:

71–75 Shelton Street
Covent Garden
London WC2H 9JQ
United Kingdom

We act as a data controller in relation to personal data submitted to us through our website, membership systems, and for participation in ISTA events, festivals, workshops, consultancies and professional development programmes.

We are registered with the Information Commissioner's Office (ICO) under registration number ZA172994.

If you have questions about this policy or wish to exercise your rights, please contact us:

Email: office@istaglobal.org

2 Important Information

- **Version:** This policy was last updated on 1 July 2026.
- **Accuracy:** Please keep us informed if your personal data changes during your relationship with us.
- **Third-party links:** Our website may contain links to external websites, plug-ins, and applications. We do not control these third parties and encourage you to read their privacy policies when leaving our site.

3 What Data We Collect and Why

We collect and process personal data in the following contexts:

PURPOSE	DATA COLLECTED	LEGAL BASIS
Membership applications (individual or organisation)	Name, email, job title, school/organisation name, billing details	Performance of a contract
Managing membership benefits	Contact details, membership tier, event participation records	Performance of a contract / Legitimate interest
Event registrations	Name, age (where relevant), dietary requirements, health/disability needs, emergency contact, travel details	Performance of a contract / Legitimate interest (safe event delivery) / Vital interests / Legal obligations
Marketing (newsletters, event promotions)	Name, email, job title, organisation	Consent (individuals) / Legitimate interest (organisations)
Website analytics & security	IP address, device type, browsing behaviour	Legitimate interest
Photos/video at events	Images, video, audio of participants	Legitimate interest / Consent where required
Artist in Residence (AiR) directory	Artist bio, photo, contact details	Legitimate interest

PURPOSE	DATA COLLECTED	LEGAL BASIS
Recruitment (staff/contractors)	CV, cover letter, contact details	Legitimate interest

4 Event Participation Data

When a School, Organisation or Individual Participant registers for an ISTA Event, we collect and process personal data necessary for the safe and effective delivery of that Event.

This may include:

- Names
- Contact details
- School or organisational affiliation
- Age (where relevant to participation)
- Dietary requirements
- Health or accessibility information relevant to participation
- Emergency contact details
- T-shirt sizing or other logistical information

We act as an independent data controller in relation to this data and determine the purposes and means of processing.

We process this data in order to:

- Administer Event participation
- Allocate workshops and sessions
- Coordinate accommodation and logistics
- Meet safeguarding and welfare obligations
- Respond to medical or emergency situations
- Communicate essential Event information

Our lawful bases for processing Event data may include:

- Performance of a contract
- Legitimate interests in delivering educational programmes
- Compliance with legal obligations
- Protection of vital interests (for health and emergency purposes)

Where we process special category data (such as health or dietary information), we do so only where necessary for safeguarding, health and safety, accessibility adjustments, or to protect vital interests.

The School or Organisation submitting personal data to ISTA is responsible for ensuring it has a lawful basis for sharing that data with us.

5 Cookies

What are cookies?

Cookies are small files placed on your device when you visit our website. They help us understand site usage and enhance your experience.

Types of cookies we use

COOKIE	PURPOSE	EXPIRATION
_ga, _gid, _gat	Google Analytics tracking	24 hours – 2 years
ista_logged_in	Tracks logged-in users	Session only
YouTube cookies	Embedded video player	Various

You can manage cookies via your browser settings. For further details, visit: www.allaboutcookies.org

6 Who We Share Data With

We only share your data when necessary and only with trusted partners, including:

- Payment providers (e.g., Xero or Stripe)
- IT service providers (website hosts, CRM platforms)
- Host schools and event venues (for event planning and logistics)

- Accommodation providers where applicable
- Professional advisors (legal, accounting, and insurance partners)
- Marketing platforms (e.g., MailerLite, social media platforms)
- Regulators (e.g., HMRC, ICO)

We only share personal data necessary for the delivery of our services and safeguarding obligations.

All third parties are required to respect the security and confidentiality of personal data.

7 International Data Transfers

As an international organisation, ISTA works with schools, artists, suppliers and event venues worldwide. Personal data may therefore be transferred outside the United Kingdom.

Where this occurs, we ensure appropriate safeguards are in place, including:

- Transfers to countries with UK adequacy decisions
- Use of Standard Contractual Clauses where required
- Additional technical, contractual and organisational safeguards

We transfer only the minimum data necessary for Event delivery and operational purposes.

8 Data Security

We have implemented appropriate technical and organisational security measures to prevent unauthorised access, misuse, alteration or loss of your data, including:

- Access controls (restricted to authorised personnel)
- Encrypted data transfers
- Secure cloud-based storage systems
- Regular system audits and security training

9 Data Retention

We retain personal data only for as long as necessary for the purposes outlined in this policy.

Typical retention periods include:

DATA	KEPT FOR
Membership data	7 years after membership ends
Event participation data	7 years after the Event
Marketing data	Until you unsubscribe (plus consent record retention)
Job applications	12 months unless employment is offered

In some cases, we may anonymise data for statistical or research purposes.

10 Your Rights

RIGHT	WHAT IT MEANS
Access	Request a copy of the data we hold about you
Rectification	Correct inaccurate or incomplete data
Erasure	Ask us to delete your data (subject to legal requirements)
Restriction	Ask us to pause processing where data is disputed
Portability	Receive your data in a machine-readable format
Objection	Object to processing based on legitimate interest
Withdraw consent	Withdraw your consent where processing relies on it

To exercise your rights, contact: office@istaglobal.org

If you are dissatisfied with how we handle your data, you may lodge a complaint with the Information Commissioner's Office (ICO) at: www.ico.org.uk

11 Membership Tiers

This policy applies to all ISTA membership types:

- **Individual Members:** Solo and Ensemble tiers
- **Organisation Members:** Company and Association tiers

Each tier requires provision of key contact details, payment information and relevant membership data.

12 Updates to this Policy

We may update this policy from time to time to reflect changes in our services, operations or legal obligations. Significant updates will be highlighted on our website.

Contact Us

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