Privacy policy

Who we are

Timelab gives time and space to reflect and question the status quo for all who are looking to contribute to a positive and hopeful future for all. Timelab provides a series of practical labs and a tangible gathering space for movers and shakers. We call them Heroes of our Time. Timelab is granted by the Flemish Government by the Arts and Heritage Department to provide the field of architecture and design with a Reflection and Research and Development actor. This means the organization is practicing the question of the position of arts in the world through (self)reflection by using the method of research through design.

For this purpose, Timelab develops real life cases and experiments on systemic questions such as reshaping industry, recommoning practice, remodeling common ground, redefining cultural space and reinforcing practical learning.

The information we collect

We collect and hold information on the following categories of people: volunteers (both national and international), members, participants in our public programs and labs, mentors/coaches/teachers, donors, those who sign up to our mailing list to receive our newsletters, event attendees, those who buy something from our shop and participants of other projects we may run from time to time.

The type of information we collect and how we use it depends on the reasons why you are providing it to us.

This can include the following information:

- Your name
- Your contact details (e.g. postal address, email address, telephone number, mobile number)
- Your date of birth / age bracket
- Your gender
- Any organisation you are affiliated to (e.g. your employer, university or school)
- your participation in our activities

Where appropriate, we may also collect the following information that is classed as being in a special category:

- Details of any disabilities
- Dietary and access requirements

Where appropriate, we will seek the consent from a parent, guardian or carer before collecting information about young people under 16.

How we use your information

The legal basis that we rely upon for processing your personal information will depend on the circumstances in which it is collected and used. In most cases, the legal basis will fall into one of the following categories:

- Where you have provided consent for us to use your data in a certain way.
- Where the processing is necessary for the performance of a contract with you.
- Where the processing is necessary for compliance with a legal obligation we have.

We may use your personal information for the following purposes:

- Providing you with access to the information, services, products and support you asked for.
- Administering arrangements concerning volunteer work to be undertaken by you.
- Compiling statistics on, for example gender and ethnicity, in order to report to our trustees and supporters on the diversity of our programmes.

We may also use your personal information for other purposes which we specifically notify you about and, where appropriate, obtain your consent.

Who we will share your information with

We will not sell your details to third parties or share them with other parties.

We may also have to disclose your information in order that we comply with a legal obligation imposed on us.

From time to time, we may disclose your personal information to organisations for the purposes of fraud and credit risk reduction. We may also share your information with our financial and legal advisers for the purposes of obtaining advice and the protection of our legal rights.

Where we will store your information

Your information will be transferred and stored outside timelab on a privately rented server at a small hosting company. Imagiro BV/Weyn Web Works, Zoersel, Belgium.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Links

Our website may include links to other sites not owned or managed by us. We cannot be held responsible for the privacy of information collected by websites not managed by us.

How long will we keep your information for

We will retain your information for as long as it is required to fulfil the purposes for which we collected it, and for as long as is necessary for the legitimate purposes of our legal rights and obligations. After that time, we will delete your data from our systems and require that anyone to whom we have passed your information also delete it.

Your rights

You have a number of rights under Data Protection Laws, these include the right to:

- Access a copy of the information we hold about you
- Rectify inaccuracies in information we hold about you
- Have the information we hold about you erased in certain circumstances
- Restrict the processing of your information
- Object to your information being used for direct marketing
- Transfer the information we hold about you to another entity
- Withdraw any consent you have provided

If you would like access to your information, please send a description of the information you want to see and proof of identity to Timelab vzw, Kogelstraat 34, 9000 Gent.

If you would like to invoke any of your other rights, please contact us as at team@timelab.org

Complaints

If you have a complaint about the way we are using your information then initially you should contact us at team@timelab.org. If your complaint remains unresolved, you can contact us by phone: +32 9 391 96 10

Changes to this policy

We may change our privacy policy from time to time so please check back periodically.

This policy was last updated: February 25