

# MUSIC-AT-HILL PRIVACY POLICY

## **What is this guide for?**

Music-at-Hill is committed to protecting your personal data and we will use any personal or sensitive data we collect from you in line with the General Data Protection Regulations (GDPR).

## **Who's responsible for data the group collects?**

Music-at-Hill is a Data Controller under the GDPR. Music-at-Hill's Data Protection Officer is the Administrator, who can be contacted at [music-at-hill@hotmail.com](mailto:music-at-hill@hotmail.com).

## **What data do we collect and what do we use it for?**

Music-at-Hill collects data from individuals to help us plan, organise and run the routine operations of the concert society and to promote and market the society's activities (including via mailing lists and photography/video capture).

## **Members: for administering membership**

When you communicate with Music-at-Hill or attend our events, we may need to collect some of the following information on you:

- Name
- Email address
- Phone number
- Address
- Gift Aid Declarations
- Photos/video footage

If you give us your consent to do so, we may also use your contact details to send you promotional communications concerning our society and its activities.

We aim to include in any promotional communications you receive from us a clear option to withdraw your consent (eg to opt out of future emails), and you can also withdraw consent at any point by contacting us directly.

## **Event attendees: for processing and managing tickets for events**

Where our events are ticketed, we may need to collect data on the person booking (name, email, address and phone number) in order to allow you access to the event and to send you a confirmation of your reservation or purchase. This data will only be used for administering your access to the event(s) for which you have booked and will *not* be used to send you marketing or promotional messages unless you have also provided your consent to receive these (see below).

### **Volunteers: for administration and legal/regulatory purposes**

We may need (for administration or for legal/regulatory reasons) to collect personal or sensitive data on society volunteers. Where this is the case, we will explain what this is for at the point of collection.

### **Mailing list subscribers: for marketing and promotion**

We offer everybody the opportunity to sign up to (ie consent to) receive news and promotional information about our events and activities.

When you sign up to our mailing list we will ask for your name, email, phone number, address and will use this data to send you information about our own forthcoming concerts and other news of direct interest to concert goers. We may also ask for your preferred topics and communication methods. These allow us to tailor the information we provide to suit your preferences (eg email versus post).

We will *only* send you information that is related to the activities of our own concert society and its closely-related partner organisations . We will *not* release your data to third parties for their own marketing messages.

Anything we send you will include a clear option to withdraw your consent (eg to opt out of future emails), and you can also do so at any time by contacting us.

### **Website visitors: for running and improving our website**

We may use cookie technology when a person visits our website to collect and analyse *anonymised* data on how many people have visited, what pages they have looked at and other statistical information.

Users can at any time disable cookies in their browser if they do not wish their (anonymised) data to be tracked.

You can find out more about internet cookies at <http://www.allaboutcookies.org>.

### **Do we share your data with anyone else?**

We will not routinely pass your details to any third parties, whether for cascade marketing or other purposes.

We sometimes use third party services to process your data (eg Google Drive). We will always make sure any third parties we use are reputable, secure, and process your data in accordance with your rights under GDPR.

### **How can you update your data?**

You can contact us at any time at <[music-at-hill@hotmail.com](mailto:music-at-hill@hotmail.com)> to update or correct the data we hold on you.

### **How long we will hold your data?**

Music-at-Hill retention policy is to review all data held on individuals at least every two years and remove or anonymise data where we no longer have a legitimate reason to keep it.

Where you have withdrawn your consent for us to use your data for a particular purpose (eg unsubscription from a mailing list), we may retain some of your data for more than two years in order to preserve a record of your consent having been withdrawn.

## What rights do you have?

Under the GDPR, you have the following rights over your data and its use:

- The right **to be informed** about what data we are collecting on you and how we will use it
- The right of **access** - you can ask to see the data we hold on you
- The right to **rectification** - you can ask that we update or correct your data
- The right to **object** - you can ask that we stop using your data for a particular purpose
- The right to **erasure** - you can ask us to delete the data we hold on you
- The right to **restrict processing** - you can ask that we temporarily stop using your data while the reason for its use or its accuracy are investigated
- Though unlikely to apply to the data we hold and process on you, you also have rights related to **portability and automated decision making** (including profiling).

All requests related to your rights should be made to the Data Protection Officer at <music-at-hill@hotmail.com>. We will respond within one month.

You can find out more about your rights on the [https:// ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/](https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/).

## What will we do if anything changes?

If we make changes to our privacy statements or processes, we will post the changes here. Where the changes are significant, we may also choose to email individuals affected with the new details. Where required by law, will we ask for your consent to continue processing your data after these changes are made.

## Our details

This website is owned and operated by Music-at-Hill.

We are registered with the Charity Commission in England and Wales as charity number 266570.

Our registered address is 14 Cavendish Buildings, Gilbert Street, W1K 5HH.

You can contact us:

- by post, using the postal address given above
- by using our website contact form
- by telephone, on the contact number published on our website
- by email, using the email address published on our website.

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