

ASHBY CONCERT BAND PRIVACY POLICY

The privacy and security of your personal information is extremely important to us. This privacy policy explains how and why we use your personal data.

We will keep this page updated to show you all the things we do with your personal data. This policy applies if you are a member, a patron or a supporter of Ashby Concert Band or if you visit our website, email, telephone or write to us. In certain circumstances, we may also provide an additional privacy notice, which will always refer to this document.

We will never sell your personal data and will only share it with organisations we work with when it is necessary and the privacy and security of your data is assured.

Definitions – we, us, our

In this policy, whenever you see the words 'we', 'us', 'our', it refers to Ashby Concert Band Registered Charity Number – 1112713.

If you have any questions in relation to this privacy policy, please contact us via the link on our website or speak to a committee member.

Personal data we collect

Your personal data (any information which identifies you, or which can be identified as relating to you personally for example, name, address, phone number, email address) will be collected and used by us. We will only collect the personal data that we need.

We collect personal data in connection with specific activities such as enquiring about band membership, registering as a member, taking a ticket booking, becoming a patron, helping at one of our concerts etc.

You can give us your personal data by filling in forms (membership or patron forms) or corresponding with us by telephone, email or letter.

The personal data you give us may include name, title, address, email address and telephone numbers. In some circumstances (e.g. if we go on tour) you may also give us your date of birth, age, gender, medical and other personal information.

Personal data provided by you

This includes information you give when interacting with us, for example joining as a member or patron or requesting tickets.

For example:

- Personal details (name, date of birth, email, address, telephone numbers) when you join as a member or patron.
- Financial information such as whether subscription and donations are gift-aided.

We may automatically collect the following information:

- Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform and if you access our website via your mobile device we will collect your unique phone identifier
- Information about your visit to the website, including, but not limited to the full Uniform Resource Locators (URL) and query string, clickstream to, through and from our website (including date and time), page response times, download errors, length of visits to certain pages, page interaction information (such as but not limited to, scrolling, clicks, and mouse-overs) and methods used to browse away from the page.
- Information about ticket purchases included but not limited to revenue figures
- The terms that you use to search our website

Please note that certain pages on our website will not be available to you unless you are a registered member of Ashby Concert Band.

Personal data created by your involvement with us

Your activities and involvement with us will result in personal data being created. For example, for members, we will record your attendance. If you decide to donate to us, then we will keep records of when and how much you give.

Sensitive personal data

At times, we will collect sensitive personal data. For example, as a member, patron or supporter, you may travel with us on an Ashby Concert Band tour. This may involve a trip overseas. In certain cases, we may be required to collect medical information (allergies etc.) and passport details.

Children's personal data

Children aged under 18 can be members of Ashby Concert Band. We collect their names, addresses, dates of birth, telephone numbers, email address and parent/guardian information including email addresses and telephone numbers.

How we use your personal data

We will only use your personal data on relevant lawful grounds as permitted by the EU General Data Protection Regulation (from 25 May 2018)/UK Data Protection Act and Privacy of Electronic Communication Regulation.

Personal data provided to us will be used for the purpose or purposes outlined in any fair processing notice in a transparent manner at the time of collection or registration where

appropriate, in accordance with any preferences you express. If asked by the police, or any other regulatory or government authority investigating suspected illegal activities, we may need to provide your personal data.

Below are the main uses of your data which depend on the nature of our relationship with you and how you interact with us.

Communicating with you

Your privacy is important to us; we will always keep your details secure. We would like to use your details to keep in touch about things that are relevant to you.

If you choose to hear from us, we may send you information based on what is most relevant to you. This might be about becoming a member of the band, becoming a patron, events, and concerts.

We will only send information to you if you agree to receive them and we will never share your data with organisations outside Ashby Concert Band for inclusion in their marketing. If you agree to receive information from us, you can change your mind later.

However, if you tell us you do not want to receive communications from us, then you may not hear about relevant information that may interest you.

We will always act upon your choice of how you want to receive communications (for example, by email, post or phone). In addition, there are some communications that we need to send. These are essential to fulfil our duty to you as a member, patron, donor or supporter. Examples are:

- Membership related mailings such as renewal reminders, notice of our Annual General Meeting, details of concerts, rehearsal schedules.
- Patron related mailing such as renewal reminders.
- Acknowledgement of donations received.

Membership

We use the personal data you provide to service your membership. This includes

- sending information about band activities, events, concerts, social events etc.
- sending information about our Annual General Meeting.
- sending subscription reminders by email.

Fundraising and donations

Where we have your permission, we may invite you to support our activities by making a donation, buying a raffle ticket, getting involved in fundraising activities or leaving a gift in your will.

Occasionally, we may invite patrons/supporters to attend special events. We will also send you updates on the impact that you make by supporting us, unless you tell us not to.

If you make a donation, we will use any personal information you give us to record the nature and amount of your gift, claim gift aid where you have told us you are eligible and thank you for your gift. If you interact or have a conversation with us, we will note anything relevant and store this securely on our systems.

If you have told us that you're planning to, or thinking about leaving us a gift in your will, we will use the information you give us to keep a record of this – including the purpose of your gift, if you let us know this.

If we have a conversation with you or with someone who contacts us in relation to your will (e.g. your solicitor), we will note these interactions throughout your relationship with us, as this helps to ensure your gift is directed as you wanted.

The Charities Commission rules require us to be assured of the provenance of funds and any conditions attached to them. We follow a due diligence process which involves researching the financial soundness, credibility, reputation and ethical principles of donors who have made, or are likely to make, a significant donation to Ashby Concert Band.

As part of this process we will carry out research using publicly available information and professional resources. If this applies to you, we will remind you about the process when you make your donation.

Management of supporters who help with front of house

We need to use your personal data to administer your involvement with Ashby Concert Band, This could include:

- contacting you about a role you might be interested in (e.g. helping with refreshments/front of house).
- expense claims you have made (e.g. for refreshments).
- recognising your contribution to Ashby Concert Band.

Disclosure of personal data to other bodies

In order to carry out our responsibilities, we may from time to time, need to share personal data of committee members with one or more third party. For example, names, addresses, telephone numbers and emails of trustees to the Charities Commission. If any member joins the committee, they are required to update their consent preferences.

Updating your data and marketing preferences

We want you to remain in control of your personal data. If, at any time, you wish to update or amend your personal data or communication preferences, please contact us via the link on our website or speak to a committee member.

Verification, updating or amendment of personal data will take place within 30 days of receipt of your request.

Your data protection rights

Where Ashby Concert Band is using your personal data on the basis of consent, you have the right to withdraw that consent at any time. You also have the right to ask Ashby Concert Band to stop using your personal data for direct communication purposes.

If this applies, please contact us via the link on our website or speak to a committee member.

Subject access rights

If you would like further information about your rights or wish to exercise them, please contact us via the link on our website. You can request the following information;

- personal information we hold about you
- where it is held and over what period of time

We will also need you to provide information that will help us confirm your identity. If we hold personal information about you, we will give you a copy of the information in an understandable format together with an explanation of why we hold and use it.

Once we have all the information necessary to respond to your request we will provide your information to you within one month.

What to do if you are not happy

In the first instance, please talk to us directly so we can resolve any problem or query. You also have the right to contact the Information Commissions Office (ICO) if you have any questions about Data Protection. You can contact them using their help line 0303 123 113 or at www.ico.org.uk.

Cookies

A cookie is a small text file that is downloaded onto your computer or smart phone when you access our website. Our website will inform you and ask for your permission each time you access it.

Links to other websites

Our website may, from time to time, contain links to and from the websites of our partner networks. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites. This privacy policy applies solely to the personal data collected by Ashby Concert Band.

Keeping your information

We will only use and store your information for as long as it is required for the purposes it was collected for. How long it will be stored for depends on the information in question, what it is being used for and, sometimes, statutory legal requirements.

How we secure your data

Data security is important to us to ensure that we are keeping our members, patrons and supporters safe.

We operate a robust and thorough process for assessing, managing and protecting new and existing methods of storing data which ensures that they are up to date and secure.

When you trust us with your data, we will always keep your information secure to maintain your confidentiality. By utilising strong encryption when your information is stored or in transit we minimise the risk of unauthorised access or disclosure.

Disclosing and sharing information

When we allow third parties acting on behalf of Ashby Concert Band access to your information (e.g. our auditor looking at our accounts on a yearly basis), we will always have complete control of what they see, how long they see it for and what they are allowed to do with it. We do not sell or share your personal information for other organisations to use.

We may also disclose your personal information to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use or cookie policy and other agreements; or to protect the rights, property and safety of our members, patrons and supporters.

Storage of information

All Ashby Concert Band operations are based in the UK and we store all of our data within the European Union (EU). Specific information is held by the following individuals:

Members' data	Membership Secretary & Musical Director
Patrons' and friends' data	Patrons Secretary
Trustees' (Committee members) data	Secretary
Potential members' data	Temporarily held by the Chairman and Musical Director
People and organisations for whom we are performing a charity concert	Temporarily held by the Chairman and Treasurer

Video and photographs

Some of our concerts are videoed and photographed. As a member of the band, a patron or a supporter, you may be recorded or photographed. We are bound by the Data Protection Act (1998) and will seek your permission to:

- take photographs and make recordings.
- use images and recordings on our website or social media pages (Facebook, Twitter etc.).

Changes to our privacy policy

We will amend our privacy policy from time to time to ensure it remains up to date and reflects how and why we use your personal data and new legal requirements. The current version will always be available on our website.

This privacy policy was updated on 13 May 2018.