



Cheltenham Bach Choir Privacy Notice

What is this guide for?

Whenever we need to collect any of your data, we will let you know at that point *why* we need to do so and *what* it will be used for; but this guide provides a useful overview of all those situations and provides more detail on how we keep your data secure and up to date, how long we might hold it for, and what your rights are in relation to it.

Cheltenham Bach Choir is committed to protecting your personal data and 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?

Cheltenham Bach Choir is a Data Controller under the GDPR. The choir's Data Protection Lead is Emma Reed who can be contacted at makingmusicrep@cheltbachchoir.com.

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

Cheltenham Bach Choir collects data from individuals to help us plan, organise and run the day-to-day operations of the group (e.g. co-ordinating rehearsals or collecting subscription payments) and to promote and market the group's activities (e.g. marketing mailing lists and photography/video capture). We also send choir members information about other choral societies' concerts, and they promote our concerts on a quid pro quo basis.

Members: for administering membership

When you join the choir as a member, or during your membership with us, we may need to collect some of the following information about you:

• Name • Email address • Phone number • Address • Emergency contact details	• Gift Aid Declarations • Age/sex • Bank details • Audition notes
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This data will be used by committee members to manage your membership with the Cheltenham Bach Choir and to organise and run our activities.

We may also use your contact details to send you marketing/promotional communications from the group (for example information about choir social events). From time to time, we send information about other choral societies' concerts (and they in turn promote our concerts). If you do not wish to receive this information, you can opt out at any time by contacting the Data Protection Lead at makingmusicrep@cheltbachchoir.com

Event attendees: (for processing and managing tickets for events other than concerts where we use a box office)

Where we manage ticket sales ourselves (e.g. Come and Sing events) we need to collect data on the person booking (name and email) in order to allow you access to the event and to send you confirmation of your reservation/purchase. This data will only be used for administering your access to the events for which you have booked and will *not* be used to send you marketing/promotional messages from the group unless you have also provided your consent to receive these (see below).

Employees and contractors: for administration and legal/regulatory purposes

We may need (for administration or for legal/regulatory reasons) to collect personal or sensitive data on employees or contractors of the group. 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 (consent) to receive marketing and promotional information on the group's activities (e.g. emails about forthcoming events).

When you sign up to our marketing mailing list we will ask for your name, email, phone number and address and will use this data to send you information about our events and activities (e.g. forthcoming performances, social events and fundraising events).

We may also ask for your preferred topics and communication methods. These allow us to tailor the information we provide to suit your preferences (e.g. email vs post).

We will *only* send you information that is related to the group (e.g. we will *not* use your data to send you marketing messages from third parties).

Anything we send you will include a clear option to withdraw your consent (e.g. to 'opt out' of future emails) and you can also do so at any time by contacting the Data Protection Lead.

Website visitors: for running and improving our website

We 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. We also use cookies to allow members to log in and out in order to view our members-only section.

We use a pop-up banner to let users know about this on their first visit, and they 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 cookies at <http://www.allaboutcookies.org>



Do we share your data with anyone else?

We will never pass your details on to third parties for marketing purposes.

We sometimes use third party services to process your data (e.g. Google Drive). We will always make sure any third parties we use are reputable and 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 makingmusicrep@cheltbachchoir.com to update or correct the data we hold on you.

How long will we hold your data?

The Cheltenham Bach Choir's data retention policy is to review all data held on individuals at least every two years and remove 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 (e.g. unsubscribed from a mailing list) we may retain some of your data for up to 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 is 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 Lead at makingmusicrep@cheltbachchoir.com. We will respond within one month.

You can find out more about your rights on the [Information Commission's Office website](#)

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, we will ask for your consent to continue processing your data after these changes are made.

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