

Cantate Youth Choir – Privacy Statement



Personal data and privacy statement

We process personal data relating to members, and to those who are interested in the services we provide. We are committed to complying with our legal obligations in respect of data protection and privacy.

This statement sets out the principles we apply when processing personal data. This statement describes the types of personal data we may collect about you. It also describes what we do with any data we collect about you, how we will keep it secure and the legal basis on which we rely for processing your data. This statement also informs you of your rights and how you can contact us.

1. About us and our services

We are Cantate Youth Choir (referred to as “Cantate”) and we provide Music Educational Services. Cantate is a Data Controller for the purposes of current data protection legislation.

Our Data Protection Officer is Alison Fox, and she can be contacted as follows: secretary@cantate.co.uk.

They, together with the trustees of Cantate, are responsible for the secure, fair and transparent collection and use of data by Cantate. Everyone who has access to data while fulfilling roles as part of Cantate has a responsibility to ensure that they adhere to this policy.

2. What personal data do we collect from you?

Personal data are any details relating to an identifiable living individual. We only collect the personal data we need to be able to provide you with the services you have asked us to provide or tell you about.

Personal / contact information: this can include your name, your child’s name, contact address, email addresses, telephone numbers, your child’s date of birth, your child’s medical conditions, your child’s school, your child’s music experience / exam grades, and senior choir members emails and mobile phone numbers (with the parents’ permission. It may also include financial details such as bank details (from collecting and monitoring subscription payments) and UK Tax payer information (for Gift Aid purposes).

Digital information: IP addresses, and details of your interaction with our website and social media, should you engage with us through these channels.

Correspondence: information relevant to your specific enquiries.

Other: Photos / videos / audio recordings of activity within the organisation.

3. When do we collect personal data?

We will collect information about you when you join the organisation, make enquiries about our services, visit our website and engage with us on social media.

4. What is our lawful basis for processing your data?

Cantate 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 / videos capture).

We may only process personal data where we have a lawful basis to do so.

We may collect and process your personal data when:

- It is necessary for the **performance of contracts** with you.
- It is necessary for the purposes of our **legitimate interests** as an organisation. In these cases we will do so in a way which might reasonably be expected from our relationship with you, and which does not impact materially on your fundamental rights, freedom and interests. We will not process your personal data on this basis if we believe your rights override ours. Instead, we may seek your specific consent, and / or another legal basis.
- It is necessary for compliance with **legal obligations**.
- We have your **consent** to do so, for example in relation to marketing by electronic means.

Please see below for more detailed information about how we will use your data and on what basis.

If you have any concerns about our data processing please contact us: see **Contact**. Please also see **Your rights** below.

5. How will we use your personal data?

We may process the information we collect about you:

- To perform any activities we have agreed with you, or to respond to any enquiries you make in this connection before we start to interact with you. The lawful basis for this processing is performance of a 'contract' with you or because you have asked us to take specific steps before entering into a contract in respect to these activities and services.
- To safeguard all members, volunteers and paid individuals associated with Cantate.
- To respond to any other enquiries or complaints. We need the information you supply to enable us to respond.
- To protect our organisation from fraud and other illegal activities. This processing is necessary for our legitimate interests by ensuring the proper management of our businesses and financial risks.
- To provide you with up to date information and marketing of the Choir (which is a legitimate business interest).
- To send you communication required by law or which are necessary to inform you about changes to the services we provide you, for example, updates to this Privacy Statement, and any information legally required which relates to any contracts between us. These service messages will not include any promotional consent and do not require prior consent when sent by email or text messages. This processing is necessary for us to comply with our legal obligations.
- To administer our website, and send you survey and feedback requests to help improve our services. These messages will not include any promotional content and do not require prior consent when sent by email or text message. This processing is necessary for development of our service, which is legitimate interest of our business. We have a legitimate interest to do so as this helps make our products or services more relevant to you. You are free to opt out of receiving these requests from us at any time by contacting us.

6. Who do we share your data with?

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

Photos / Videos will only be used if permission has been expressly permitted. In some circumstances we may need to share your data with the following:

- Our accountants / auditors
- Relevant departments in Local Authorities (such as Hertfordshire County Council, Essex County Council and Cambridgeshire County Council) for safeguarding purposes such as applying for performance licences.

In some circumstances, we may need to share your personal data with other third parties (including legal or other advisers, regulatory authorities, courts and government agencies) to enable us to enforce our legal rights, or where such disclosure may be permitted or required by law.

Unless we tell you otherwise, your data will not be processed outside the EEA (European Economic Area).

7. How long will we keep your data?

We will only keep personal data for as long as is necessary to provide our services, or for as long as we reasonably need to keep information for lawful businesses purposes or to comply with a statutory or other legal requirement.

8. Data security

We will take appropriate technical and organisational measures to protect the personal data we transmit, store or otherwise process against accidental or unlawful destruction, loss, alteration or unauthorised disclose or access.

Our computers and mobile devices are password protected.

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

9. Your rights

You may exercise your rights by contacting us using the details in Section 11 (Contact) below. We aim to handle any requests within a reasonable period and, in any event, within one calendar month of the original request.

• Right to information and access

You have the right to be informed about what personal data we collect about you: why, on what lawful basis and what your rights are. This Privacy Statement is the key document we use to inform you about this.

You also have the right to request to the information that we hold about you, and to receive a copy of this information, along with other information which is generally contained in this Privacy Statement.

• Right to rectification

You have the right to request that inaccurate personal data be rectified, or completed if it is incomplete.

• Right to erasure and restriction

You have the right to ask us to limit or cease processing or erase information we hold about you in certain circumstances. When responding to such requests, we will tell you how such restrictions or deletions may affect our ability to fulfil our contracts with you or otherwise affect your interests.

• Right to object

You have the right to object to using your information for direct marketing. You can also ask us to stop using your information, where we are processing it on the basis of our legitimate interest. We will do so unless we believe we have a legitimate overriding justification to continue processing your personal data.

• Right to withdraw consent

If you have given us any specific consent to use your personal data, you have the right to withdraw it at any time. If you wish to tell us that you are withdrawing your consent please email us at secretary@cantate.co.uk.

10. Complaints

If you are unhappy with the way we process your personal data, please contact us using the information provided below. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) :

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF;

Tel – 0303 123 113 or 01625 545745

<https://ico.org.uk/global/contact-us/>

11. Contact

If you have any questions about this policy, or you wish to exercise any of your rights, please email us at secretary@cantate.co.uk

12. Updates to this statement

We may change this privacy statement from time to time. We will post updates to this privacy statement on our website, and where appropriate, we may notify you by post or email. Please check our website to stay up to date.

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