



**SOUTHEND BOYS' CHOIR & SOUTHEND GIRLS' CHOIR TRUST**  
**(Registered Charity CIO No. 1161752)**

## **Privacy Policy**

Southend Choirs ("SC") is committed to protecting your data and upholding your privacy. This Policy outlines what information we collect and how we store and use it, in accordance with the General Data Protection Regulation 2018 and the Privacy and Electronic Communications Regulations 2003.

### **What information we collect:**

We collect and process the following:

- Information that you provide to us when registering membership, booking an audition, buying a concert ticket or signing up to an event or activity, whether this is done online, by phone, e-mail or post, this information being necessary for us to effectively provide our products and services to you;
- Information about your engagement with SC, including membership records, event attendance and donation history;
- Information that you provide to us to obtain information about SC activities, via our website or in person at events. This includes information about your communication preferences.
- Digital information such as photographic and video recordings of events, and media consent records where relevant
- Bank account details – whenever you make a donation to us via our website, your transaction is processed by Virgin Money and SC cannot access the full bank account details – you can view Virgin Money Giving's Privacy Policy here:  
<https://uk.virginmoneygiving.com/giving/terms/privacy-policy.jsp>
- Where you make a direct payment to us via a bank account, or if you participate in our "100 Club", SC holds the bank details you provide securely and will use them only for processing the payment for its intended purpose
- SC itself does not accept credit or debit card payments. These cards can be used to pay for tickets for certain choir events sold via the third party ticket seller 'BrownPaperTickets', whose privacy policy can be viewed here: <https://www.brownpapertickets.com/privacy-policy.html>  
Where tickets are purchased via 'BrownPaperTickets', SC will be given contact details you have provided to enable delivery of your tickets or to communicate about the event but SC cannot access any purchaser card or bank details

We will not share your personal data with third parties without your permission, except where we are required to do so by law, or where disclosure is necessary under our safeguarding responsibilities, as explained further in section (A) below.

## **How we use the information:**

How much information we hold and how we use it depends on the type of relationship you have with us:

***(A) If you are a participant in any of our activities, a parent of a participant, or a former member of our choirs, we will use your information to provide you with activities or services that you have requested:***

- **Booking an audition, course or activity**

When you book a place to take part in a SC activity, we will take information about the participant including name, contact information, date of birth, educational and musical background, to process the booking. We will also take contact and payment information for the person managing the booking, which may be the participant if they are over 18 or the parent or guardian for children.

We process this data to plan and deliver the activity you have booked and to undertake any follow up action required (e.g. confirming a place, issuing receipts etc)

For bookings on courses or activities we may need to process other information, such as medical information (see Sensitive Information below), dietary requirements, or other information to ensure the smooth running of the activity.

- **Managing Membership**

We maintain records of current choir members and their participation in SC activities. As well as personal information such as name, contact details and date of birth, we also collect other information to ensure we can plan and deliver activities effectively and provide appropriate services to our membership. This may include information about an individual's education, musical history, voice part and choir allocation, as well as feedback from staff on their musical performance on SC courses, and any pastoral issues.

Full member records are kept for the duration of membership and are updated as a member progresses through the organisation. When a member leaves SC and becomes an Alumnus, a basic record of their contact details and choir participation is kept (see Managing SC Alumni records, below). Funding requirements and financial regulations require that we keep information about participation and payments for up to seven years.

- **Managing SC Alumni records and keeping in contact**

When a member leaves SC they become an Alumnus, and we retain basic information about their historic membership and their contact details. Alumni often wish to keep in touch with the organisation, and we wish to secure their ongoing support. When you become an Alumnus, we will seek your consent to continue to keep in touch about Alumni activities and events, and to share relevant marketing and fundraising communications with you.

- **Children's information and Safeguarding**

We process information about participants who are under the age of 18 in order to conduct or supply the services for which you have registered. We only process this information with the consent of a parent or guardian, and require them to be the primary contact for provision of services to their child.

We take our safeguarding responsibilities seriously. In the course of discharging these responsibilities we may collect and store personal information about children who are participants in our activities, where a child protection concern has been raised. In certain circumstances, we may be required to

share this information with the relevant safeguarding authorities without the consent of the individual child or responsible adult. In accordance with our safeguarding policy, we will keep securely records of any child protection issues for twenty five years.

- **Sensitive information**

As part of our activity planning processes, we may ask you for sensitive information about any medical needs you may have. This information is required to ensure that we can provide access to our activities, and to make sure that participants are safeguarded while in our care. By supplying us with this information you are giving your consent for us to process it for this purpose.

As with all personal information we hold, sensitive information is held securely and restricted to those who need to use it. We will delete such information when we no longer need it.

- **Transfer of personal information outside of the EEA**

SC may, on occasion, undertake membership activities outside of the UK (for example international tours). In order to manage these activities, we may need to share information about participants with organisations outside of the EEA. This may include providing personal information to secure accommodation or visas, for example. We will secure specific consent for sharing information in this way as part of the booking process for these activities

- **Funding or marketing**

In connection with funding or marketing SC's activities, we may need to share statistical information with third parties e.g. about the composition or membership background of our choirs. Such information will always be appropriately anonymised to prevent disclosure of any identifiable personal data.

***(B) If you book to attend an SC event, or make a purchase from us:***

- **Processing your booking or purchase**

When you make a ticket booking with, or any other purchase from SC, we will collect the information we need, including contact and payment information and details of the purchase. This enables us to process the transaction and provide you with tickets or other merchandise.

We may contact you to provide you with further information about your event or if there have been important changes to your booking.

- **Sharing marketing materials with you**

As a customer of SC, we may wish to tell you about changes in our services, or new services, events, offers and opportunities to support us that we think you will find of interest. If you wish to opt-out of receiving such communications you may do so at any time by contacting us using the details in the 'How to contact us' section below.

***(C) If you are a supporter who receives marketing materials or makes donations, or someone we think might be a potential supporter***

- **Processing your donation**

When you make a donation to SC, we will use your payment and contact details, payment amount, date and time of payment, to process that payment and take any follow-up administrative action needed (for example sending a receipt or acknowledgement).

We will also ask you for your address and UK taxpayer status as if you choose to include Gift Aid with a donation to us, this information is required by law. This information is needed for us to fulfil our obligations under tax and charity law (sections 413 to 430 Income Tax Act 2007). Information associated with Gift Aid declarations must be retained for 7 years. This information will be shared with HMRC for tax regulation purposes and may also be shared with the Fundraising Regulator and the Charity Commission in the event of an enquiry or investigation.

- **Requesting information if you are attending our events**

If you participate in an event that we have organised, we may ask you to provide information to make sure we can manage the event safely and efficiently. We may also ask you for details of any accessibility need which you may have, so that we ensure our event is inclusive, in line with the provisions of the Equality Act 2010.

If you participate in an event organised by an external party or make a donation through a processor like JustGiving, then your information may be passed on to us by the processor. We would only use it for marketing purposes if you have given your consent for this.

- **Sharing marketing and fundraising materials with you**

Marketing and fundraising materials that we might share with you include information about our activities and their impact, our news, events and fundraising appeals, and other ways you can become involved with us. Where you have provided your postal or email address, we may use these to send such information, unless you have asked us not to. You can let us know at any time if you would prefer to change how we share this information with you, or stop it altogether. Simply use the details we have provided below in the 'How to contact us' section to let us know your preferences

## **Using cookies to personalise and improve your experience**

When you use our website, our ISP may collect and store information about you, such as your IP address, which internet browser you're using, geographical location and how you use our website. This information is not linked to any personal details and cannot identify you. Our website may use cookies, e.g. to remember your preferences and help us to personalize our website for you and the browser that you're using. If you would prefer not to accept cookies, you may wish to change the settings in your internet browser so that they are refused. This should not affect your experience of using our website.

## **Responding to enquiries**

If you contact us with a question, comment, compliment or complaint then we may keep a record of this correspondence and any associated documents so that we have the information available in the event of an enquiry or investigation.

## **How we store your data and keep it safe**

SC is committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial to safeguard and secure the information we collect online or by other means. We operate a policy of restricted, password controlled access to any of your information which is stored on our systems. We destroy information in a secure way once it is no longer needed.

EC will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

## Your rights

You may choose to restrict the collection or use of your personal information at any time by writing to or emailing us via the link on our website and asking us to remove your details from our records.

You may request details of personal information which EC holds about you. If you would like a copy of the information held on you please write to us or email using the details in the 'How to contact us' section below.

If you believe that any information we are holding on you is incorrect or incomplete, please contact us as soon as possible. EC will promptly correct any information found to be incorrect.

## Our legal basis for contacting you and using your personal information

When you book to take part in an activity, join SC as a member, or make a purchase from us, our legal basis for processing your data is to fulfil the contract we have with you to provide you with the specified goods, activities or services you have requested for yourself or on behalf of a member.

When you sign up to a newsletter or opt-in to our communications using our forms (e.g. a donation form or an online form) or in person, then you are giving us your consent to send you marketing and fundraising materials by the methods you have chosen (e.g. email or by post). You can withdraw your consent at any time.

If you have provided us with your postal or telephone contact details, but haven't specifically opted in to receive our communications (for example making a donation via post, or requesting a service), then we will carry out an assessment of whether it would be fair and reasonable to use them to send marketing and fundraising information to you without your explicit consent (i.e. it is in the interests of our aims as a charity and will not cause undue prejudice to you). This is called a "Legitimate Interests Assessment". You can opt out of our marketing and fundraising communications at any time if you don't want to receive them.

We will ensure that we have a legal basis to use your personal information for the other purposes mentioned in this policy. Usually this will be because:

- we have your consent to do so;
- we have an obligation to fulfil a contract; or
- we have undertaken a legitimate interests assessment;

In specific circumstances, it may be necessary to use your personal information to comply with a legal obligation.

You can find out more about your data protection rights on the Information Commissioner's Office (ICO) website, [here](#).

## How to contact us

If you would like to make an enquiry about data protection, update the information we hold about you, request or opt out of receiving marketing communications from us, or change the way we process your information, you can contact us in the following ways:

- Write to us: **72 Main Road, Hawkwell, Hockley, Essex SS5 4JH**
- Email us: **info@southendchoirs.org.uk**
- Call us: **07771 60009**

If you would like to make a request to access the information we hold about you or to make a complaint about how your personal information has been used, please write to us at the postal or email addresses above.

Alternatively, you are entitled to raise a concern to the Information Commissioner's Office (ICO) without first referring your complaint to us.

### **Date of this policy**

This policy was last updated on **25 March 2019**. Any updates will appear on this page of our website , and if exceptionally there are very significant changes we will contact our members and supporters directly, via their preferred choice of communication