

HHCOS | Haddo House Choral & Operatic Society

Musical Director: Dr Paul Tierney, LGSMD ATCL

Privacy Statement

Introduction

HHCOS is committed to protecting your privacy and security and this statement explains how and why HHCOS collect and use your personal data (i.e. any information which identifies you, or which can be identified as relating to you personally) and how we aim to ensure you remain informed and in control of your information.

From September 2018, HHCOS will ask its Members, Patrons, Friends, Supporters, Contractors to “opt-in” to receive communications. This is due to a change to the rules that govern how we can communicate with you and new regulations on personal data. General Data Protection Regulation May 2018.

Your consent

We must ensure that we have your consent about how we contact you.

You can decide not to receive communications or change how we contact you at any time. If you wish to do so please contact us by:

Email to: chairman@hhcos.org.uk

We will never sell your personal data, and will only ever share it with another organisation where absolutely necessary to provide you with the service you have requested and if its privacy and security are guaranteed.

Why we need your data

We only ever use your personal data with your consent, for the purpose or purposes it was collected for or for closely related purposes, and only where it is necessary, in order to:

- Enter into, or perform, a contract with you;
- Comply with a legal duty;
- Protect your vital interests;
- For our own (or a third party’s) lawful interests, provided your rights don’t override these.

What data we collect

Personal data you give us

- Information you give when joining or communicating with us. For example: personal details (name, date of birth, email, address, telephone etc.) when you join as a Member, Patron or Friend, Sponsor, Volunteer, Contractor.

- Financial information (payment information such as bankers order, credit/debit card or direct debit details, and whether donations are gift-aided).
- Details of your interests and preferences as expressed by you.
- Any information created by your activities or involvement with HHCOS. This could include details of how you've supported us by volunteering or being involved with our activities. If you decide to donate to us, then we will keep records of when and how much you gave to us.
- We may collect information from our website or social media where you have given us permission to do so, or if you post on one of our social media pages.

Information from third parties

We sometimes receive personal data about individuals from third parties, for example:

- If you purchase membership on behalf of another person (e.g. join as a family) your relationship to that person will be recorded.
- if we are partnering with another organisation (e.g. you provide your information to another Society we're collaborating with on a project).

Sensitive personal data

We do not collect or store sensitive personal data (such as information relating to health, beliefs or political affiliation) about supporters and members, unless with express permission of the individual, for example, if you wish to request and ensure access on account of disability.

Recording accidents or incidents

If an accident or incident occurs at one of our events or to one of our staff (including volunteers) then we'll keep a record of this and share details where appropriate in strict confidence. If an incident occurs relating to our Child Safeguarding Policy, then we will record and share details in strict confidence in accordance with that policy.

If you are a volunteer or contractor (or if you are helping us for other reasons - for example you work for another organisation which is running an event with us) then we may collect extra information about you (e.g. references, criminal records checks, details of emergency contacts, medical conditions etc.). This information will be retained for legal reasons, to protect us (including in the event of an insurance or legal claim) and for safeguarding purposes.

How we use your data

Administration purposes

We use personal data for administrative purposes. This includes:

- Receiving donations (e.g. direct debits or gift-aid instructions);
- Maintaining databases of our Members, Patrons, Partners, Sponsors, Friends, 200 Club members, contractors etc.
- Performing our obligations under membership or other contracts;
- Fulfilling orders for goods or services (whether placed online, over the phone or in person);
- Helping us respect your choices and preferences (e.g. if you ask not to receive marketing material, we'll keep a record of this).

Communications and Marketing purposes

We use personal data to communicate with people, to promote our events and to help with fundraising. This includes keeping you up to date with our news, events and fundraising information as agreed by you under the terms of our relationship with you (as Members, Friends, Patrons, Sponsors, Contractors etc)

Our communications normally include news and information about:

- Our performances, events and activities;
- Membership benefits;
- Volunteering opportunities and how you can help or get involved;
- Appeals and fundraising (including donations and raffles etc.);
- Products and services (our own, and those of third parties which may interest you);
- Leaving a legacy;
- Taking part in events.

When you receive a communication, we may collect information about your response as this may affect how we communicate with you in future.

Evaluation

We carry out evaluation from time to time on the preferences of our Members, Friends, Patrons, Partners, Sponsors and contractors to help inform our approach and make HHCOS a stronger and more effective organisation. Understanding our supporters, their interests and what they care about also helps us provide a better experience (e.g. through more relevant communications). You may always choose to give feedback anonymously and this will be respected.

Sharing or disclosing your data

- We will never sell your personal data. If you have opted-in to receiving communications from us, we may contact you with information about our partners, such as Haddo Arts, but these communications will always come from us and are usually incorporated into our own marketing materials.

- We may share personal data with subcontractors or suppliers who provide us with the services *you* have requested, e.g. ticket box office. However, these activities will be carried out under a contract which imposes strict requirements on our supplier to keep your information confidential and secure.
- Occasionally, where we partner with other organisations, we may also share information with them (for example, if you register to attend an event being jointly organised by us and another Society). We'll only share information when necessary and we'll make sure to notify you first.
- We will share your data if we are required to do so by law, for example to prevent crime.

How we protect your data

We employ a variety of physical and technical measures to keep your data safe and to prevent unauthorised access to or use or disclosure of your personal information:

- Electronic data and databases are stored on secure computer systems, and we control who has access to information (using both physical and electronic means). Our committees and office-bearers receive data protection training and we have a set of detailed data protection procedures which all are required to follow when processing personal data.
- We will only use and store information for so long as it is required for the purposes it was collected for. If you ask us not to send you communications or marketing emails, we will stop these (though we will keep a record of your preference not to be emailed).
- We do not store payment card information.
- We continually review what information we hold and delete what is no longer required.
- Our website may contain hyperlinks to other websites (e.g. TicketSource Ltd or other box office services). We are not responsible for the content or functionality of any of those external websites, but please let us know if you have any queries or concerns arising out of these.
- When purchasing goods or services from any of the businesses that our site links to, you will be entering into a contract with them (agreeing to their terms and conditions) and not with HHCOS.

Your rights

We want to ensure you remain in control of your personal data and understand your legal rights, which are as follows:

- The right to confirmation as to whether or not we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as subject access request);

- The right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason);
- The right to have inaccurate data rectified;
- The right to object to your data being used for marketing or other communications.

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so. If you would like further information on your rights or wish to exercise them, please email: chairman@hhcos.org.uk

Complaints

You may complain to HHCOS directly by contacting us using the details set out above. If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK. Details of how to do this can be found at www.ico.org.uk

Changes to this Privacy Statement

This Privacy Statement is part of HHCOS Data Protection Policy, which you will find at www.hhcos.org.uk. The policy will be updated regularly to ensure it accurately reflects how we use your personal data. [version: November 2020]

We are committed to reviewing our policy and good practice annually.

This policy was reviewed on: November 2020

Signed: Chairman, HHCOS