

# Sing! Bentley Heath Privacy Policy V1.1

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## **Privacy Policy – Sing! Bentley Heath**

This privacy policy explains how Sing! Bentley Heath (“S!BH” or “We”) uses personal data from and about you, as a member of the choir or a website visitor, on the portal site operated by S!BH, by phone, email, or otherwise when you visit our website, or use the services provided on and through our website, including purchasing tickets.

S!BH is committed to protecting your personal data and being transparent about what information it holds. S!BH understands its obligations to help you understand how and why we process your personal data. This policy tells you about the why, what, how, and when in relation to S!BH's collection and processing of your personal data.

## **Purpose of collection and processing of personal data**

We collect and process member’s personal data for the purpose of performing our obligations under our constitution and running of the choir. This includes contacting members in an emergency or prolonged absence, sending emails and newsletters, collecting Gift Aid, and collection of music.

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We collect and process website visitor's information for public newsletters (consent and verification required) and to understand website performance and usage (anonymised data).

We also use your personal data to respond to you when you contact us through the website [www.singbentleyheath.org.uk](http://www.singbentleyheath.org.uk).

## Types of data S!BH collects about you

The types of personal information we collect and process about you include:

### Members:

- Your name and contact information (e.g., email, home address, and phone number(s));
- Information classified as "sensitive" personal data e.g. relating to your health. This information will only be collected and used where it is supplied by members or to comply with our legal obligations;

### Newsletter Subscribers:

- Your name and email address;

### Website Visitors:

- Information that is collected when you visit our website such as cookies;
- Persistent identifiers or other information held in a cookie or IP address;
- Other information alike that helps fulfil the purpose for which it was collected.

## Cookies

A "Cookie" is a small file, typically of letters and numbers, downloaded on to a device (such as desktop, laptop, tablet) when the user accesses certain websites. Cookies are then sent back to the originating website on each subsequent visit. Cookies are useful because they allow a website to recognize a user's device. The information below explains the cookies we use on our website and why we use them:

Cookies and similar technologies allow us to provide you with, for example, customised information from our Website and to make our Website more user-friendly through member recognition, understanding and facilitation of the browsing behaviour. This may include, for example, remembering member login status so you don't have to re-login for 12 hours.

In addition, cookies allow us to understand which pages you have visited and to determine how frequently particular pages are visited and to determine the most popular areas of our website. This enables us to improve our website.

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Our website also employs cookies and similar technologies placed by our carefully selected third party partners, including but not limited to Google.

You can enable or disable cookies by modifying the settings in your browser. However, to make full use of our website, cookies need to be enabled on your browser or device. If you choose not to allow cookies you will not be able to browse parts of our website.

We have a variety of pages on social networking sites. If you use these pages, the hosting sites may store cookies onto your device. We do not control the setting of, and accept no liability in connection with these cookies. Please look at the third-party websites for more information about the cookies they use and how you can manage them. Please read the terms of the applicable application for more information.

Third party cookies are those that are set by a domain different to the one that the user is visiting. S!BH uses some carefully selected third parties to provide certain services to improve the service we offer our members and visitors. Some of these third parties use cookies. Information about how we use third parties and what cookies they use and why, is given below.

S!BH also provides links to external third party websites and you may choose to click through to these sites. If you do so, these third party sites may send cookies to your browser. We do not control the setting of, and accept no liability in connection with, these cookies. Please look at the cookies policies on the respective websites for more information about what they do with cookies and how you can manage them.

Below list includes cookies deployed by such third parties on our Website.

- Google Analytics - At S!BH, we use Google Analytics to help us understand how our members and other visitors navigate to and through our Website. These cookies enable the function of Google analytics. This service helps us understand how long customers spend visiting different pages and how often they return to our Website. Google Analytics also helps our marketing colleagues to work out the effectiveness of our digital marketing campaigns. You can find out how to opt out of these cookies here: <https://tools.google.com/dlpage/gaoptout>

## **Sharing of your personal information**

With your prior consent, we may share information (photographs and or names) about you for publicity and marketing purposes online, in print and on social media.

With your prior consent, we will share information (name, attendance fees) about you with HMRC in order to claim 'Gift Aid' on your membership fees which is used to help cover the costs of our fund raising activities.

We reassure you that, Sing! Bentley Heath will, under no circumstances, sell or give your personal data to third parties.

## **Transferring Personal Data outside the Country**

In the unlikely event where data needs to be transferred outside the UK, S!BH will ensure that all such transfers are in compliance with the terms of the Data Protection Laws and the relevant EU regulations.

## **Your rights**

1. Right to withdraw consent. Where Sing! Bentley Heath is collecting or/and processing data based on your consent, you have the right to withdraw that consent at any time. Please note that choir members can only request removal of their contact details once they have left the choir.

2. In addition, you have the right to:

- access your personal data;
- copy or transfer your personal data;
- demand rectification of incorrect or incomplete data;
- require deletion or removal of your personal data;
- request not to be subject to entirely automatic profiling algorithms;
- impose restriction on processing of your personal data; and
- object to the processing of your personal data based on grounds other than your express consent.

3. You have the right to lodge a complaint with the UK Information Commissioner should you believe that Sing! Bentley Heath has violated your privacy right through inappropriate use of your personal data and has failed to promptly cure such violation upon receipt of your request for cure.

## **Children's privacy**

We encourage parents and guardians to take an active role in their children's social and online activities. We do not knowingly collect personal information from children without appropriate parental or guardian consent. If you believe that we might have collected personal information from someone under the applicable age of consent without proper consent, please let us know using the methods described below and we will take appropriate measures to investigate and address the issue promptly.

## **Security of your personal information**

S!BH is committed to protecting the information you provide us. We take the information and system security very seriously and we strive to comply with our obligations at all times. We will take great care in maintaining the security of your personal data and in preventing unauthorized access to it through the use of appropriate technology and internal

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safeguards. Your information is protected by controls designed to minimize loss or damage through accident, negligence or deliberate actions.

We suggest that you do not share your password information with anyone. If you are sharing a computer with others you should always choose to log out before leaving a site or service to protect access to your information from subsequent users.

## **Data retention period**

Except as otherwise required by applicable law, we endeavour to retain your personal data only for as long as is necessary for Sing! Bentley Heath to fulfil the aforementioned purposes. After the data retention period, we will destroy or delete your personal information or make it anonymous such that it cannot be identified or traced back to you.

If in the future we intend to process your personal data for a purpose other than that which it was collected, we will notify you of that purpose together with any other relevant information.

## **Changes to this policy**

Sing! Bentley Heath may change the terms of the Privacy Policy from time to time. In case of any changes, we will post those changes. When we change the policy in a material way, a notice will be posted on our website along with the updated Privacy Policy.

## **Contact Us**

If you have any concerns as to how your personal data is collected or processed or your rights, or any question about our Privacy Policy, you can contact our data controller Email: [chair@singbentleyheath.org.uk](mailto:chair@singbentleyheath.org.uk)