

DORKING CONCERTGOERS SOCIETY

Registered Charity No.295839

Privacy Policy

Introduction

In order to operate, Dorking Concertgoers Society needs to gather, store and use certain forms of information about individuals.

These can include members, employees, contractors, suppliers, volunteers, audiences and potential audiences, business contacts and other people the Society has a relationship with or regularly needs to contact.

This policy explains how this data should be collected, stored and used in order to meet Dorking Concertgoers Society's data protection standards and comply with the law.

Why is this policy important?

This policy ensures that Dorking Concertgoers Society:

- Protects the rights of our members, volunteers and supporters
- Complies with data protection law and follows good practice
- Protects the Society against the risks of a data breach

Roles and Responsibilities

Who and what does this policy apply to?

This applies to all those handling data on behalf of Dorking Concertgoers Society, e.g.:

- Committee members (i.e. the Trustees of the Registered Charity)
- Members, volunteers and employees, including artists engaged by the Society
- Contractors/3rd-party suppliers

It applies to all data that Dorking Concertgoers Society holds relating to individuals, including:

- Names
- E-mail addresses
- Postal addresses
- Telephone numbers
- Any other personal information held (e.g. financial, subscription payments, Gift Aid Declarations)

Everyone who has access to data as part of Dorking Concertgoers Society has a responsibility to ensure that they adhere to this policy.

Data Protection Principles

1. We fairly and lawfully process personal data

Dorking Concertgoers Society will only collect data where lawful and where it is necessary for the legitimate purposes of the Society.

A member's name and contact details will be collected when they join the Society, and will be used to contact the member regarding Society membership administration and activities. Other data may also subsequently be collected in relation to their membership, including their subscription payment history and any Gift Aid Declarations.

The name and contact details of volunteers, committee members, employees, suppliers and contractors will be collected when they agree to participate in an event or provide products or services, and will be used to contact them regarding Society administration related to their role.

Further information may also be collected in specific circumstances where lawful and necessary (e.g. in order to process payment to the person or in order to carry out a DBS check).

When ordering tickets by telephone or by email or by completing a ticket application form an individual's name and contact details will be collected. This will be used to contact them about their booking and to allow them entry to the event.

An individual's name, contact details and other details may be collected at any time (including when booking tickets or at an event) in order for Dorking Concertgoers Society to communicate with them about Society activities, and/or for Direct Marketing. See 'Direct Marketing' below.

2. We only collect and use personal data for specified and lawful purposes.

We will never use data for any purpose other than that which can be considered reasonably to be related to it. For example, we will never pass on personal data to third parties without the explicit consent of the subject unless there is a legal requirement to do so.

3. We ensure any data collected is relevant and not excessive

Dorking Concertgoers Society will not collect or store more data than the minimum information required for its intended purpose.

Any individual will be able to update their data at any point by contacting the Hon. Membership Secretary.

4. We ensure data is not kept longer than necessary

Dorking Concertgoers Society will review the data on individuals regularly with a view to keeping such data for no longer than the Society considers necessary unless there is a continuing or legal requirement to keep records for a longer period. For example Gift Aid Declarations need to be kept for a number of years after the last reclaim of tax.

5. We process data in accordance with individuals' rights

The following requests can be made in writing to the Hon. Secretary:

Members, volunteers, supporters and members of the public can request to see any data stored about them. Any such request will normally be actioned within 28 days of the request being made.

Members and supporters can request that any inaccurate data held on them is updated. Any such request will normally be actioned within 28 days of the request being made.

Members and supporters can request to stop receiving any marketing communications. Any such request will normally be actioned within 28 days of the request being made.

Members and supporters can object to any storage or use of their data that might cause them substantial distress or damage. Any such objection will be considered by the Trustees, and a decision communicated normally within 28 days of the request being made.

6. We keep personal data secure

Dorking Concertgoers Society will ensure that data held by us is kept securely.

Physically-held data (e.g. membership forms or e-mail sign-up sheets) will be stored securely.

Access to data will only be given to relevant trustees/committee members/contractors where it is clearly necessary for the running of the Society. The Hon. Membership Secretary or the Chairman will decide in what situations this is applicable.

7. We do not share members' data.

Direct Marketing

Dorking Concertgoers Society may collect data from consenting supporters, employees etc. for marketing purposes. This includes contacting them to promote concerts, updating them about Society news, fundraising and other Society activities.

Data collected will only ever be used in the way described and consented to (e.g. we will not use e-mail data in order to market third-party products).

Opt-out requests regarding Direct Marketing will normally be processed within 28 days.

Cookies on the Dorking Concertgoers web site.

Dorking Concertgoers Society does not itself use cookies on its web site. However, there may be links to third-party web sites, and these may use cookies. Dorking Concertgoers Society accepts no responsibility for the content or operation of any third-party web sites.