



# PRIVACY POLICY

# Voices Unlimited Privacy Policy

## Privacy Statement

At Voices Unlimited we respect the privacy of our members, and of visitors to our website.

We take the security of your information very seriously. The information in this policy provides details of the data we hold on you, what we do with that data, who we share your data with, and your new rights under the General Data Protection Regulations.

The General Data Protection Regulation (GDPR) is a new European privacy law that becomes effective on May 25, 2018. The GDPR will replace the EU Data Protection Directive and will apply a single data protection law throughout the EU. Data protection laws govern the way that businesses collect, use, and share personal data about individuals. Among other things, they require businesses to process an individual's personal data fairly and lawfully, allow individuals to exercise legal rights in respect of their personal data (for example, to access, correct or delete their personal data), and ensure appropriate security protections are put in place to protect the personal data they process.

## Our Privacy Commitment

- We will keep your personal data safe and secure
- We will not sell your personal data to any third party, or third party organisation

## What personal information do we collect?

Name	Photos and/or video footage
Email address	Medical conditions if applicable
Postal address	Bank details if a refund is required
Phone number	Emergency contact details
Date of birth	Harmony part

## Why do we need this information? What do we use it for?

When you decide to join Voices Unlimited we will ask you to provide us with the above information about yourself for identification and verification purposes, health and safety purposes, and for accounting purposes. We have a legitimate reason for keeping and using these details for the efficient operation of the choir, and membership administration purposes such as notifications of changes to rehearsal dates, events and invoicing for membership fees. Your email address is also used for you to log into the Basecamp3 platform (Third Party Service Provider).

Initial information is collected by completion of an application form, by email or by telephone, and is provided voluntarily. When you join you will be asked to complete an In Case of Emergency form which will ask for details of medical conditions or any health issues. This information will legitimately be shared with our Health & Safety Officer.

We will not use this information for any other purpose without your consent.

Photographs and videos are used to promote Voices Unlimited. These may be used in the public domain. Members will not be identified by name unless permission is given by the members concerned.

### **How may we contact you?**

By email, post, SMS, telephone and from within Basecamp3 (Third Party Service Provider).

### **For how long do we retain your data?**

- Personal information is retained until such time as you are no longer a member of Voices Unlimited. Some information will remain within our online secure accounting system (Quickbooks) for accounting and Inland Revenue purposes. Voices Unlimited does not have access to your bank details, unless these are provided by you for refund of fees.

- Your medical details are not shared with anyone, and are only requested if you feel we need to know about these for Health & Safety purposes, particularly when performing on stage in theatres. These details are given voluntarily, and are destroyed securely upon leaving Voices Unlimited.

### **Is your personal information shared with anyone?**

- We do not share your personal information with any third parties.
- Third Party Service Providers: We use Basecamp3 as a platform for communications, together with Dropbox, Gmail, and Quickbooks Online Accounting, to store or process your data. Each of these providers has its own privacy and data protection policies in place (accessible via their websites).
- We will not share your contact details with another member without your consent.

### **Your Rights**

The new data protection law starting in May 2018 gives everyone a number of very important rights. These are:

- Right to be informed. Transparency over how we use your personal information.
- Right of access. Request a copy of the information we hold about you which will be provided to you within one month.

- Right of rectification. Update or amend the information we hold about you.
- Right to restrict processing. Ask us to stop using your information.
- Right to be forgotten. Ask us to remove your personal information from our records.
- Right to object. Object to the processing of your information for marketing purposes.
- Right to data portability. Obtain and reuse your personal data for your own purposes.

If you would like to know more about your rights under the data protection law see the Information Commissioners Office website.

[\(https://ico.org.uk/\)](https://ico.org.uk/)

## **Cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information e.g. how long visitors stay on our website.

For further information visit

<https://www.google.com/policies/technologies/cookies>

You can set your browser not to accept cookies and the above website tells you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result.

## Updating our records

At any time, you may ask to view, update or correct any data we hold about you, and you should keep us updated of any changes.

You can update our records by e mailing our Data Controller at [anne@voicesunlimited.co.uk](mailto:anne@voicesunlimited.co.uk). Any queries should also be directed to this e mail address.

## Complaints

If you are dissatisfied with any aspect of the way in which we process your personal data please contact us using the details above or complain to the UK's data protection supervisory authority, the Information Commissioner's Office (ICO). The ICO may be contacted via its website at <https://ico.org.uk/concerns/> by live chat, or by calling their helpline on 0303 123 1113

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