



CITY VOICES CARDIFF

Privacy Policy

1. Introduction

At City Voices Cardiff (CVC), we're committed to protecting and respecting your privacy.

This Privacy Policy explains in detail the types of personal data we may collect about you when you interact with us. It also explains how we'll store and handle that data, and keep it safe.

We know that there's a lot of information here but we want you to be fully informed about your rights, and how CVC uses your data.

We hope the following sections will answer any questions you have but if not, please do get in touch with us. dpo@cityvoicescardiff.com

It's likely that we'll need to update this Privacy Policy from time to time. We'll notify you of any significant changes, but we'll keep this notice stored on our forum and our social media so you can come back and check it whenever you wish. By joining CVC and by using our forum, you're agreeing to be bound by this Policy.

2. Who are we?

City Voices Cardiff is a choir. Our registered address is the address of our Musical Director/Chair and data may also be stored at the address of our elected Treasurer and Secretary.

3. Explaining the legal basis we rely on

The law on data protection sets out a number of difference reasons for which a company may collect and process your personal data, including:

Legitimate Interest

Providing the services and benefits of membership of CVC.

Consent

In specific situations, like the organisation of a tour, we can collect and process your data with your consent. This is where the data subject has given explicit consent to the processing of their personal data for one or more specific purposes.

4. When do we collect your personal data?

- When you apply to join CVC as a member by email
- When you provide us with your contact or personal details on joining CVC
- When you register to attend a concert or performance

- When you register to join our Members Only Forum
- When you contact us by any means with queries, complaints etc.

5. What sort of personal data do we collect?

- Your name
- Date of Joining the Choir
- Full Date of Birth
- Email Address
- Contact Telephone Number
- Voice Type

6. How and why do we use your personal data?

CVC wants to give you the best possible experience as a member and to ensure that non-members are given appropriate information about the benefits of CVC membership.

The data privacy law allows this as part of our legitimate interest in understanding our members and those who are entitled to membership and providing the highest levels of service.

Of course, if you wish to change how we use your data, you'll find details in the 'What are my rights?' section below.

Here's how we'll use your personal data and why:

- To provide the services and benefits of membership and to monitor attendance at rehearsal, especially with regards to safety at our rehearsal venues in case of emergency. This is the legitimate activity of the choir.
- To remind you of the expiry of your membership and to provide details so that you can renew it as part of our legitimate activities.
- To respond to queries or complaints, or to seek your views of comments on the service we provide as part of our legitimate activities.
- To notify you of changes to our services as part of our legitimate activities.
- To send you communications which you have consented to receive and that may be of interest to you.
- To enable us to protect the activities of CVC by obtaining insurance coverage based on non-identifiable information about the makeup of membership. This is part of the legitimate activity of the choir.

7. How we protect your personal data

We know how much data security matters to both members and non-members. With this in mind we will treat your data with the utmost care and take all appropriate steps to protect it.

Access to your personal data is password-protected on the CVC laptop and on any computer which is used by either the Music Director/Chair, Secretary, Treasurer or Auditor.

We regularly monitor our systems for possible vulnerabilities and no information about your membership, or non-membership, of CVC will be disclosed to a third party without your consent.

8. How long do we keep your personal data?

Whenever we collect or process your personal data, we will keep it as set out in our data retention policy below.

At the end of that retention period, your data will be deleted completely or in part.

CVC maintains a record of all those who are current members of CVC in order to maintain a complete record of members. CVC also maintains a record of those who have applied to CVC to become members in order to inform them of upcoming vacancies.

Any non-member records who do not subsequently join CVC will have their details deleted annually on or around the 31st December of each year. Members who chose to leave CVC will also have their details at the same time.

9. Who do we share your personal data with?

We sometimes share your personal data with trusted third parties.

Here's the policy we apply to those organisations to keep your data safe and protect your privacy:

- We provide only the information they need to perform their specific services.
- They may only use your data for the exact purposes we specify in our contract with them.
- We work closely with them to ensure that your privacy is respected and protected at all times.
- Your personal data will be password protected or otherwise sent securely.
- If we stop using their services, any of your data held by them will either be deleted or rendered anonymous.

Examples of the kind of third parties we work with are:

- Tour Companies
- Insurance Companies

10. What are your rights over your personal data?

An overview of your different rights

You have the right to request:

- Access to the personal data we hold about you, free of charge in most cases.
- The correction of your personal data when incorrect, out of date or incomplete.
- That we stop any consent-based processing of your personal data after you withdraw that consent.
- The erasure of your personal data or to restrict processing in accordance with data protection laws

You can contact us to request to exercise these rights at any time as follows:

To ask for your information please contact dpo@cityvoicescardiff.com To ask for your information to be amended please contact our Secretary members@cityvoicescardiff.com

If we choose not to action your request we will explain to you the reason for our refusal.

Your right to withdraw consent

Whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent.

Where we rely on our legitimate interest

In cases where we are processing your personal data on the basis of our legitimate interest, you can ask us to stop for reasons connected to your individual situation.

We must then do so unless we believe we have a legitimate overriding reason to continue processing your personal data.

Confidentiality

To protect the confidentiality of your information, we will ask you to verify your identity before proceeding with any request you make under this Privacy Notice.

If you have authorised a third part to submit a request on your behalf, we will ask them to prove they have your permission to act.

11. Contacting the regulator

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

You can contact them by calling 0303 123 1113

Or go online to www.ico.org.uk/concerns

12. Any questions?

We hope this Privacy Notice has been helpful in setting out the way we handle your personal data and your rights to control it.

If you have any questions that haven't been covered, please contact our Data Protection Officer who will be pleased to help you:

Email us on dpo@cityvoicescardiff.com

This notice was last updated on 17th May 2018



CITY VOICES CARDIFF

Membership Form

In order to update our Membership Database to check its accuracy and also to make it compliant with the changes under Data Protection and in line with our privacy policy. Once processed this form will be destroyed.

PLEASE COMPLETE IN BLOCK CAPITALS & HAND TO SECRETARY

Name:			
Birthday:	Day	Month	Year
Contact Telephone Numbers:	Home:		
	Work:		
	Mobile:		
Email:			
Voice Type:			
Date of joining:			