

PRIVACY POLICY FOR EVERYONE CAN SING CHOIR

Last updated: 4 May 2018

We will:

1. Only contact you in the ways you have agreed to;
2. Be available to respond with any information you need;
3. Only contact you by telephone if urgent or we need clarification;
4. Never pass your details to any third party, including other charities, for marketing purposes;
5. Remove your details from our records if you are no longer a member of the choir

SECTION 1: Purpose of this document

This Privacy Policy sets out how Everyone Can Sing Choir protects any information that you kindly provide us with. We process and store all information in line with the Data Protection Act of 1998 and the EU General Data Protection Regulations as of 25th May 2018.

As you interact with us to become part of the Choir we have what is called Legitimate Interest to contact you and when you join we will collect your personal information. When you supply us with your personal information we are legally obliged, by the aforementioned Data Protection Regulations, to ensure all information is securely stored and only used for the purpose for which it was requested. However, any payment card details (such as credit or debit cards) we receive on our website are looked after by PayPal and we hold no information apart from your name and the payment made.

This Privacy Policy explains how we may collect and use the information that you give us. We reserve the right to amend this privacy statement at any time. By providing us with your personal information, you consent to the collection and use of any information you provide in accordance with this Privacy Policy. If you are under 16, always check with a parent or guardian before giving personal information to anyone.

SECTION 2: What information do we collect and why?

From you directly

When you contact us directly (including via our website, by phone, email, social media or in person), whether we will collect all relevant personal details that you provide in order to fulfil our service to you. Contact details are required for acknowledging and answering any emails or resolving queries.

As with most other Internet sites, our web servers utilise “cookies” to track a user’s activity within our site, as well as record the IP address of each visitor to the site. A cookie is a small data file that is stored on your computer. A cookie contains a unique identifying feature that allows our computer to recognise you when you return to the ECS site. The recorded IP address tells us which domain you visited from (for instance, yahoo.com), but not your email address or other private and personal

information. We use the information we record to help diagnose problems with our servers, to administer the website more effectively, and to gather broad demographic information about what countries and domains our visitors come from and their interest on our site.

From third parties

In addition, we collect aggregated or anonymous information about the services you use on our website and how you use them—for example, when you watch a video or a recording, on our website. None of this data can be identified to an individual and is purely to see the popularity of a campaign or for us to see which pages you like.

SECTION 3: DATA USAGE AND STORAGE

What do we use it for?

We will not do anything with your information you would not reasonably expect. Personal data provided by you is used in order to:

- Resolve any queries regarding your giving or your contact with us;
- Fulfil our reporting and legal obligations for accounting and tax purposes;
- Fulfil requests from you such as providing information or including you in an event;
- Track your correspondence with us so we can provide the best possible service for you and avoid repeated queries;
- Surveys: We may invite you to participate in surveys to help us improve our website and services. Participation is always voluntary, by explicit consent only, and no individuals will be identified as a result of market research, unless you consent to us publishing your feedback;

How long do we keep data for?

We will only keep your personal data for as long as is required in order to carry out each activity. In order to fulfil our legal and accounting obligations, we are required to keep your donation details for 7 years from the date of the most recent transaction. Credit and debit card details are never kept or stored—see "Data Sharing" for more information on this.

Our record-keeping of your donation history does not affect your preferences with regard to how we contact you; these will be respected at all times. If you have asked us to end all communication with you and there is no financial history we need to keep, we will delete your details entirely from our systems.

Who has access to it?

Access to personal data is restricted to only those staff members and long-term and vetted volunteers who require it in order to carry out their job role and/or fulfil the service to you. Those restrictions are enforced through our IT system permissions and passwords.

How and where is the data stored?

We ensure that we have in place appropriate technical controls to protect any personal data you provide. For example, we ensure that any online forms are encrypted and our network is protected and routinely monitored.

SECTION 6: YOUR PREFERENCES AND COMMUNICATING THEM TO US

How to tell us your details have changed or update your preferences

You can contact us anytime to tell us your preferences regarding what you receive from us and how you receive it. You can change your preferences any time by:

- Emailing us at everyonecansingchoir@gmail.com

We will update your record accordingly within 10 working days.

You have the right to ask us at any time to erase your personal data, remove you from mail lists or ask us to change the way we use your information. You can do so using any of the methods above and we will act accordingly within 10 working days.

SECTION 7: ACCESSING YOUR INFORMATION

You may request a copy of the personal information relating to you which is kept on file by the Everyone Can Sing Choir by contacting us at the details below. We will respond within 14 days. Please do keep us updated on any changes in your personal information.

SECTION 8: PRIVACY POLICY UPDATES AND CHANGES

How to make a complaint or raise a concern

If you would like more information, have any questions about this policy or would like to make a formal complaint about our approach to data protection or raise privacy concerns, please contact us.

Email: everyonecansingchoir@gmail.com

<p>Our Privacy Notice may change from time to time, so please check this page occasionally to see if we have included any updates or changes and to ensure that you are happy with them. (Last updated: 26 April 2018)</p>
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