



Data Protection policy: Bishop Auckland Music Society

Overview

Key details

- Policy prepared by: Brian Varley
- Approved by Board/committee on: 4th April 2018
- Next review date: 4th April 2020

Introduction

In order to operate, Bishop Auckland Music Society ("BAMS") 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 group 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 BAMS's data protection standards and comply with the law.

Why is this policy important?

This policy ensures that BAMS:

- Protects the rights of our members, volunteers and supporters
- Complies with data protection law and follows good practice
- Protect the group from 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 BAMS, e.g.:

- Committee members
- Employees and volunteers
- Members
- Contractors/3rd-party suppliers

It applies to all data that BAMS holds relating to individuals, including:

- Names
- Email addresses

- Postal addresses
- Phone numbers
- Ticket sales
- Any other personal information held (e.g. financial)

Roles and responsibilities

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

Data controller

The Data Controller for BAMS is [Brian Varley, Treasurer]. He, together with the [trustees/committee], are responsible for why data is collected and how it will be used. Any questions relating to the collection or use of data should be directed to the Data Controller.

Data protection principles

1. We fairly and lawfully process personal data

BAMS will only collect data where lawful and where it is necessary for the legitimate purposes of the group.

- A member's name and contact details will be collected when they first join the group, and will be used to contact the member regarding group membership administration and activities. Other data may also subsequently be collected in relation to their membership, including on their payment history for 'subs', ticket sales and accounting.
- The name and contact details of volunteers, committee members, employees and contractors will be collected when they take up a position, and will be used to contact them regarding group administration related to their role.

Further information, including personal financial information and criminal records information may also be collected in specific circumstances where lawful and necessary (in order to process payment to the person or in order to carry out a DBS check).

- An individual's name and contact details will be collected when they make a booking for an event. This will be used to contact them about their booking and to allow them entry to the event, also to indicate possible interest in future events and inclusion on BAMS mailing lists.
- An individual's name, contact details and other details may be collected at any time (including when booking tickets or at an event), with their consent, in order for BAMS to communicate with them about group activities, and/or for Direct Marketing. See 'Direct Marketing' below.

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

When collecting data, BAMS will always explain to the subject why the data is required and what it will be used for, e.g.

“Please enter your email address in the form below. We need this so that we can send you email updates for group administration including about rehearsal and concert schedules, subs payments and other business.”

We will never use data for any purpose other than that stated or that can be considered reasonably to be related to it. For example, we will never pass on personal data to 3rd parties without the explicit consent of the subject.

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

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

E.g. we need to collect telephone numbers from members in order to be able to contact them about group administration, but data on their marital status or sexuality will not be collected, since it is unnecessary and excessive for the purposes of group administration.

4. We ensure data is accurate and up-to-date

BAMS will ask members, volunteers and staff to check and update their data whenever a change appears to have taken place e.g. email error message.

Any individual will be able to update their data at any point by contacting the Data Controller.

5. We ensure data is not kept longer than necessary

BAMS will keep data on individuals for no longer than 3 years after its involvement with the individual has stopped, unless there is a legal requirement to keep records.

In our experience, individuals who have purchased tickets or made donations within the last 3 years are likely to do so in the future and therefore need to be retained on mailing lists so that they continue to receive information.

6. We process data in accordance with individuals' rights

The following requests can be made in writing to the Data Controller:

- Members, volunteers and supporters can request to see any data stored on about them. Any such request will be actioned within 14 days of the request being made.
- Members and supporters can request that any inaccurate data held on them is updated. Any such request will be actioned within 14 days of the request being made.
- Members and supporters can request to stop receiving any marketing communications. Any such request will be actioned within 14 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 or any automated

decisions made based on their data. Any such objection will be considered by the [trustees/committee], and a decision communicated within 30 days of the request being made

7. We keep personal data secure

BAMS will ensure that data held by us is kept secure.

- Electronically-held data will be held within a password-protected and secure environment
- Passwords for electronic data files will be re-set each time an individual with data access leaves their role/position
- Physically-held data (e.g. membership forms or email sign-up sheets) will be stored in a secure location
- Keys for locks securing physical data files should be collected by the Data Controller from any individual with access if they leave their role/position. The codes on combination locks should be changed each time an individual with data access leaves their role/position
- Access to data will only be given to relevant trustees/committee members/contractors where it is clearly necessary for the running of the group. The Data Controller will decide in what situations this is applicable and will keep a master list of who has access to data

8. Transfer to countries outside the EEA

BAMS will not transfer data to countries outside the European Economic Area (EEA), unless the country has adequate protection for the individual (e.g. USA).

Member-to-member contact

We only share members' data with other members with the subject's prior consent

As a membership organisation BAMS encourages communication between members.

To facilitate this:

- Members can request the personal contact data of other members in writing via the Data controller or Membership Secretary. These details will be given, as long as they are for the purposes of contacting the subject (e.g. an email address, not financial or health data) and the subject consents to their data being shared with other members in this way

Direct Marketing

BAMS will regularly collect data from consenting supporters for marketing purposes. This includes contacting them to promote concerts, updating them about group news, fundraising and other group activities.

Any time data is collected for this purpose, we will provide:

- A clear and specific explanation of what the data will be used for (e.g. 'Tick this box if you would like BAMS to send you email updates with details about our forthcoming events, fundraising activities and opportunities to get involved')
- A method for users to show their active consent to receive these communications (e.g. a 'tick box')

Data collected will only ever be used in the way described and consented to (e.g. we will not use email data in order to market 3rd-party products unless this has been explicitly consented to).

Every marketing communication will contain a method through which a recipient can withdraw their consent (e.g. an 'unsubscribe' link in an email). Opt-out requests such as this will be processed within 14 days

Cookies on the BAMS Website

A cookie is a small text file that is downloaded onto 'terminal equipment' (e.g. a computer or smartphone) when the user accesses a website. It allows the website to recognise that user's device and store some information about the user's preferences or past actions.

BAMS does not use cookies on its website.