

Portobello Orchestra - Privacy notice

Introduction

This notice sets out how we collect, process and use any personal data. We are the Portobello Orchestra (registered charity no 1081212), c/o 38 Ashchurch Grove, London W12 9BU. We are the Data Controller under the GDPR for any data we collect or process. If you have any questions about this privacy statement or our use of your personal data, please contact us at data_admin@theportobelloorchestra.co.uk.

What data do we collect and what do we use it for?

We collect contact details and a small amount of other data from individuals to help us plan, organise and run the orchestra's day-to-day operations and to promote and market our activities. The data we collect varies according to the relationship you have with us, as set out below. We only collect the data that we need, so we may not collect every item in every case. In particular circumstances we might need to collect additional information (eg food allergies when arranging an event).

Members and others who play regularly with the orchestra

Name, email address, phone number (optional), address (members), Gift Aid declarations (where relevant), subscriptions paid, availability, rehearsals attended, bank details (if we need to make a payment to you).

This data will be used by committee members to manage your relationship with the orchestra and to organise and run our activities, including for example sending you emails about rehearsals, subscriptions and the like.

If you give us your consent to do so, we may also use your contact details to send you marketing or promotional communications from the orchestra (including after you have left, or are no longer playing regularly with, the orchestra, if you wish). Any marketing or promotional communication we send you will include a clear option to withdraw your consent (eg to "opt out" of future emails) and you can also withdraw consent at any point by contacting us at data_admin@theportobelloorchestra.co.uk.

We would like to be able to use photographs of the orchestra (eg in performance or rehearsal) in publicity (eg on our website or social media). We will seek your consent to this.

Professional musicians, freelancers and casual players, volunteers

Name and contact details (email address, telephone number and address if necessary), bank details if we need to make a payment, and a photograph if needed for publicity. Where other information is required, we will explain what this is for at the point of collection.

Where appropriate we will seek your consent to use photographs of the orchestra (eg in performance or rehearsal) in which you appear in publicity (eg on our website or social media).

Event attendees

Where tickets to our concerts are bought online, we need to collect data on the person booking (name and email and payment details) in order to process their

order and issue tickets. We may sometimes collect similar data when people buy paper tickets. This data will only be used for administering ticket sales and access to the concert(s) in question. It will not be used to send marketing or promotional messages from the orchestra.

We have a separate Privacy Statement dealing specifically with ticket sales via our online box office hosted by Ticket Tailor, which can be viewed [here](#).

Visitors to our website

We may use cookie technology when a person visits our website to collect and analyse anonymised data on how many people have visited, what pages they have looked at and other statistical information. The use of cookies by the online box office is covered in the separate Privacy Statement referred to earlier.

If you email us, we will keep a record of your contact details and your enquiry, to enable us to deal with it an any follow-up.

Do we share your data with anyone else?

We will never pass your details on to third parties for marketing purposes.

We sometimes use third party services (such as Dropbox) to process your data. We seek to ensure that we use only third parties that are reputable, secure, and process your data in accordance with your rights under GDPR.

Data sharing for the online box office is covered in the separate Privacy Statement.

How can you update your data?

You can contact us at any time at data_admin@theportobelloorchestra.co.uk to update or correct the data we hold on you.

How long we will hold your data?

The Portobello Orchestra data retention policy is to review all data held on individuals at least every three years and remove data where we no longer have a legitimate reason to keep it. We are required to keep some data (eg Gift Aid records) for 7 years or more.

Where you have withdrawn your consent for us to use your data for a particular purpose (e.g. unsubscribed from a mailing list) we may retain some of your data for up to 3 years in order to preserve a record of your consent having been withdrawn.

What rights do you have in relation to your data?

Under the GDPR, you have the following rights over your data and its use:

- The right to be informed about what data we are collecting on you and how we will use it
- The right of access - you can ask to see the data we hold on you
- The right to rectification - you can ask that we update or correct your data
- The right to object - you can ask that we stop using your data for a particular purpose
- The right to erasure - you can ask us to delete the data we hold on you

- The right to restrict processing - you can ask that we temporarily stop using your data while the reason for its use or its accuracy are investigated
- Though unlikely to apply to the data we hold and process on you, you also have rights related to portability and automated decision making (including profiling)

Any requests related to your rights should be made to us at data_admin@theportobelloorchestra.co.uk. We will respond within one month.

You also have the right to make a complaint to the Information Commissioner. You can find out more about your rights on the Information Commissioner's Office website (www.ico.org.uk).

Changes to this notice

Any changes to this privacy notice will be posted on our website (www.theportobelloorchestra.co.uk).

Use of Cookies

'Cookies' are small text files that are stored by the browser on your computer or electronic device. They allow websites to 'remember' you for a period of time so that they can store things like user preferences and make the website quicker and easier for you to use. Without cookies, some things on websites would not be able to work.

The only cookies currently used on the Portobello Orchestra's website are "anonymous analytics cookies" used by the "Tell your friends" links on the Home Page. These cookies are used to count the number of times you use the links.

The use of cookies by the online box office is covered in the separate Privacy Notice.

It is usually possible to stop your browser accepting cookies, or to stop it accepting cookies from a particular website, by changing your cookie settings. You can usually find these settings in the 'options' or 'preferences' menu of your browser.