

Privacy Statement for members of The City of Chester Male Voice Choir (CCMVC), CCMVC clients and CCMVC web-site users (GDPR 2018)

Safeguarding your privacy is important to us at The City of Chester Male Voice Choir (CCMVC) and the Choir Management Committee is committed to letting you know how we use your personal information and data. CCMVC will only contact you through your selected method(s) of communication to provide the information, products and services you have requested from us.

This policy explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this policy from time to time, so please check our website occasionally to ensure you are happy with any changes. By using the CCMVC website you are agreeing to the terms of this policy.

References to “we”, “us” or “our” in this Privacy Policy are references to CCMVC, a Charitable, Unincorporated Organisation in England and Wales, registered charity number: 501974.

Any questions regarding this policy and our privacy practices should be sent by email to secretary@chestermalevoice.com or by writing to: The Secretary, Holly Lodge, Hoole Bank, Chester Ch2 4ES or alternatively you can call the CCMVC Data Controller tel. 01244 681673 to speak with him directly.

1. How we collect information about you

We may collect personal information from you when you interact with CCMVC. There are many occasions when this could happen, for example if you enquire about our activities and services, purchasing products from us, when registering as a member of the choir, taking part in choir tours or concert visits, when you register to receive our newsletters and information on future concerts and other events and through communications on our website or on the telephone or via other electronic social media.

We are committed to protecting the privacy of our members and supporters and will treat all information you give us with care. We promise, in our Policy Document, to:

- Tell you why we collect personal information, how we do this and what we use it for.
- Only collect the information we need to deliver the activities and service to you.
- Never sell your personal information or let other organisations use it for marketing.
- Keep the personal information up to date and ensure it is safe and secure.
- Require any suppliers or partners who work with us to have similar privacy policies.

2. What information do we collect about you?

- The personal information we collect might include your name title, email address, postal address, telephone numbers, your occupation or role within an organisation and in addition to this, if you are accessing our website, your IP address and information on what pages are addressed and when. This is received anonymously through the medium of Google Analytics and may be recorded every six

months.

- For choir members, we may also ask for some additional, personal information such as the name of your spouse/partner, date of birth and any social media handles that might allow CCMVC to improve contact with members. For non-members we may request any social media handles that might allow CCMVC to follow your news and activity.
- If you purchase a product or concert ticket from CCMVC your card information is not held by us, it is collected by our third party payment processors, PayPal, which specialise in the secure online capture and processing of credit/debit card transactions. Their privacy terms and conditions can be found [here](#)

3. Our use of this information and who sees it

The personal information we collect will be used to:

- provide you with the important news, advice and support you've asked us for, such as details of concerts and tours, member benefits, services, publications, records of minutes of Management/Trustee meetings, newsletters and other activities in which we think you may be interested.
- provide or administer activities relating to all choir events: updating you with important administrative messages, to help us identify you when you contact us, and help us to properly maintain our records.
- provide you with information about our future plans. This may be letting you know about new or enhanced services that we hope will be useful and interesting to you, and may include dates of concerts and fundraising updates; of course, we will only do this where we think it appropriate unless you tell us otherwise. You can of course ask us at any time to change how we contact you. Simply contact The Secretary or Data Controller and tell them.
- provide analysis so that we can better understand our choir members, supporters, their preferences and needs, and important trends. This may mean looking at all the interactions you have with us so we can aim to offer you the right information or offers at the right time.
- improve your experience with us.

There may be occasions where we need to disclose your information anonymously if required to do so by law; for example: to comply with rules and regulations as set out by The Charity Commission.

We will not share your details with third party organisations.

Your personal information is stored on a secure database for no longer than is necessary for the purposes of its use. All documents with the inclusion of personal data are password-protected, with permissions granted to named members of the Choir Committee. All paper records are held securely. We carry out periodic deletion of data whose retention period has expired and/or when there is no need to continue holding such data.

4. Security

We take the security of your personal information extremely seriously. We've implemented appropriate physical, technical and organisational measures to protect the personal information we have under our

control, both on- and off-line, from improper access, use, alteration, destruction and loss. We only keep this for as long as it is needed.

Here are some of the ways we protect your personal information:

- Your information is kept securely on our databases.
- Our website may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites. Please be aware that partners' links on our site may collect personally identifiable information about you. **This privacy statement does not cover the information practices of those websites or advertisers.**
- Communications in connection with our activities and the services we provide will usually be sent by e-mail. Whilst we endeavour to keep our systems and communications protected against viruses and other harmful threats, we cannot be responsible for all communications being virus-free.
- The transmission of information by post or over the internet is never completely secure. We will do our best to protect your personal data, but cannot guarantee the security of your data sent or transmitted to our site; any transmission is at your own risk.

5. Cookies

'Cookie' is a name for a small file, usually made up of letters and numbers, which is downloaded onto your device such as a computer, mobile phone or tablet when you visit a website.

They let websites recognise your device so they can work better and also gather information about how you use the site. A cookie by itself cannot be used to identify you.

So how do we use [cookies](#)?

We use cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you come to our website and also allows us to inform and improve our site.

What type of cookies do we use?

We use the categorisation set out by the International Chamber of Commerce in their [UK Cookie Guide](#).

We use three categories of cookies:

- Strictly necessary cookies are essential for you to move around our website and to use its features, like our shopping basket and your account.
- Performance cookies collect anonymous information about how you use our site, like which pages are visited most. No information that identifies you is kept.
- Functionality cookies remember choices you make to improve your experience, like your text-size or location. They may also be used to provide services you have asked for, such as watching a video or commenting on a blog. They are anonymous.

You can opt out of all our cookies (except the strictly necessary ones). [*Find out how to control and delete cookies in your browser*]. But, if you choose to refuse all cookies you may not be able to use our website properly.

6. You and your choices (update and accessing information)

We'd like to keep our choir members and all our valued supporters up to date with any news and progress. So, to update you on what we're doing and ask whether you'd be able to support us, where we are able to, we'd like to inform you, by your preferred method of communication (post, phone, email, text and other electronic means), about our progress and how you can continue to help us in our mission.

Respect lies at the heart of our committed team: we treat any information that you share with us very seriously and you can change your mind and remove or add your consent at any time, or update your information by simply contacting us by email or by post.

Links within our site to other websites are not covered by this privacy policy.

7. Your rights

You have the following rights with CCMVC and these rights where applicable will be followed.

- Transparency over how we use your personal information (right to be informed).
- To request a copy of the information we hold about you, which will be provided to you within one month (right of access).
- An update or amendment of the information we hold about you (right of rectification).
- To ask us to stop using information (right to restrict processing).
- Ask us to remove your personal information from our records (right to be forgotten).
- Request us to remove your information for marketing purposes (right to object).
- To obtain and reuse your personal data for your own purposes (right to portability).
- Not to be subject to a decision based on automated processing.

You can write or email to us about any of these rights at the address in section 2. There is no charge for a request and the Choir Committee will respond to the request as soon as possible.

8. Retention of your information

We will hold your information only for as long as necessary for its purpose. This will normally be two years from our last interaction with you, unless for legal or taxation reasons it is necessary to retain it for a longer period.