

## **Privacy Policy**

Bedfordshire Orchestral Society ('BOS' or 'we') is a registered charity that processes data from its members and supporters for certain legitimate purposes necessary to fulfil its aims and charitable objectives. Bedfordshire Orchestral Society is committed to protecting your privacy. We only use systems with the most up-to-date technologies to keep the information you give us secure and confidential, and to prevent unauthorised access to it.

The purpose of this Privacy Policy is to give you a clear explanation about how BOS collects and uses the personal information you provide to us and that we collect, whether online, via phone, email or in any other correspondence. Our promise to you is that we will be clear, honest and open in the way we use your data, only use it in ways you should reasonably expect us to, and to stop using it should you request us to. This Policy sets out the ways in which BOS uses your data and how you can hold us accountable for that.

### **Data Collection**

You may give us your information by way of a membership form, purchase of a ticket, social media, email correspondence or at one of our concerts or rehearsals. When you use our website, we collect your personal information using "cookies" and other tracking methods. We collect your name, address, email address and telephone number. We keep a record of the emails we send you, and we may track whether you receive or open them so we can make sure we are sending you the most relevant information.

### **Use of Data**

We may, from time to time, contact you to keep you informed of salient information with regard to BOS and its activities. Your data may be used to personalise adverts on social media tailored to your interests (depending on your settings or the privacy policies on social media and messaging services like Facebook and Twitter, you might give third parties like BOS permission to access information from those accounts or services).

### **Third Parties**

We will not share any personal details with any other third parties without your agreement, unless required in order to fulfil our contract with you, or allowed by law. When booking tickets through a third-party, please contact the third-party directly to access or discuss their privacy policy.

### **Data Integrity and Security**

We take steps to ensure that data is accurate, complete and up to date, and we regularly run checks to review our data. If you wish to correct any inaccuracies in your data, please contact [publicity1@bedfordsymphony.com](mailto:publicity1@bedfordsymphony.com). Data is only used for the purposes stated above

for as long as is legally or practically necessary for our charitable activities. Once that period of necessity has passed, we have a regular programme of data suppression and deletion; this ensures that your data is not held indefinitely on our systems. Subject to any legal retention requirements (e.g. Gift Aid regulations require appropriate records to be retained for seven years), you may notify Bedfordshire Orchestral Society if you do not wish your data to be held.

### **Access Control**

If we collect your data on a paper form, your personal data will be uploaded securely to our systems and, once that process is complete, your personal data will not be kept in hard copy unless required to by law.

Your data is always held securely. Access to personal data is strictly controlled and can only be accessed by the trustees in order to fulfil their roles. We may need to disclose your details if required to the police, regulatory bodies or legal advisors. We will only ever share your data in other circumstances if we have your explicit and informed consent as detailed above. All information received by us is retrieved using secure technology. In order to provide a safe and secure environment for your personal information we use up to date technology with a view to protecting that information against loss, misuse or unauthorised alteration.

### **Access to Information**

You have a right to see what information we hold about you via a Data Subject Access Request. You also have the right to have your data erased, rectified or the processing restricted or to object to our processing your data. You may also ask us to provide a copy of any information provided by you to us. Please contact [publicity1@bedfordsymphony.com](mailto:publicity1@bedfordsymphony.com) and your request will be dealt with in a timely manner.

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