

## READING SYMPHONY ORCHESTRA: PRIVACY NOTICE

### **The reasons for this Privacy Notice**

Whenever Reading Symphony Orchestra (RSO) needs to collect any of your data, we will tell you why we need to collect it and what we will use it for, but this guide provides a useful overview of those situations. It also provides more detail on how we keep your data secure and up to date, how long we might hold it for, and what your rights are in relation to it.

We will protect your personal data and will use any personal or sensitive data that we collect from you in line with the General Data Protection Regulation (GDPR).

### **Who is responsible for the data that RSO collects?**

RSO is a Data Controller under the GDPR. RSO's Data Protection Officer can be contacted at [chairman@rso.org.uk](mailto:chairman@rso.org.uk).

### **What data does RSO collect, and what do we use it for?**

We collect data from individuals to help plan, organise and run the day-to-day operations of the orchestra, for instance arranging rehearsals and concerts or collecting subscription payments from members. We also collect data to market the orchestra's activities, for instance mailing lists for marketing purposes along with other data such as photography / video capture of rehearsals and performances.

### **What information is gathered for ticket sales?**

Depending on the concert venue, we use WeGotTickets.com or WhatsOnReading.com to manage our ticket sales, as our Box Office providers.

Payment is handled through the Box Officer provider's Payment Processor (usually by credit or debit card). Your payment card details are never collected by us, and we do not have access to them. You should refer to the Payment Processor's own privacy notice for information about how they process your personal data.

### **What information do our Box Office providers share with RSO?**

Our Box Office providers share information with us about who has purchased tickets for our concerts. This information includes the person's name and email address, the number and type of tickets purchased, when the transaction took place, and whether the person has indicated that they wish to join our mailing list for marketing purposes (and if so, when they indicated this). In accessing this information from our Box Office providers, we undertake to process and store this data in line with the GDPR.

We use this information to run our front-of-house operations at concerts (primarily to check tickets on the door). Where a person has indicated that they wish to join our mailing list, we will add their name and email address to our mailing list.

### **Mailing list subscribers for marketing and promotion**

We operate a mailing list for subscribers to receive marketing and promotional information about the orchestra's activities, for instance emails about forthcoming concerts and other events.

Usually, subscribers will have indicated that they wish to join our mailing list (and given their consent for us to email them) when they purchased tickets through our Box Office providers.

We will only send you information that is related to our own activities. We will never pass your data to third parties or use your data to send marketing messages from other organisations. We will store only your name and email address for our mailing list purposes.

Any emails that we send to you from our mailing list will include a clear option to unsubscribe from our mailing list, and you can also do so at any time by contacting the Data Protection Officer at [chairman@rso.org.uk](mailto:chairman@rso.org.uk).

### **Website visitors: for running and improving the RSO website**

When a person visits our website, our website uses cookie technology to collect and analyse anonymised data on how many people have visited, what pages they have looked at and other statistical information. We may also use cookies to allow members to login, for instance to view a members-only section of our website.

We use a pop-up banner to let users know about this on their first visit, and they can disable cookies in their browser at any time if they do not wish their anonymised data to be tracked. You can find out more about cookies at [All About Cookies](#).

### **Administration of membership**

When you join RSO as a member, or during your membership, we will ask you to provide your name and email address. We may also ask you to provide your phone number, home address, emergency contact details, relevant medical information, Gift Aid declaration details, age, gender, DBS checks, bank details and photo / video footage. We will use this data to manage your membership of RSO and to organise and run our activities.

If you give your consent, we may also send you marketing and promotional materials by email. You may opt out of receiving these emails by contacting the Data Protection Officer at [chairman@rso.org.uk](mailto:chairman@rso.org.uk).

### **Contractors: for administration and legal / regulatory purposes**

We may need to collect personal or sensitive data about contractors for the orchestra, for instance musicians who we pay to lead our rehearsals or to perform in our concerts. We will use this data to organise and run our activities and for legal / regulatory purposes.

### **Does RSO share data with anyone else?**

We will never pass on your details to third parties for marketing purposes. We sometimes use third party services to process your data (for instance Google Drive). We will ensure that any third parties are reputable, secure and process your data in accordance with your rights under GDPR.

### **Are there special measures for children's data?**

If we need to collect or store data of a child under 13, we will ensure that the person with parental responsibility for the child has seen the relevant information relating to

their child's data or has given consent on behalf of the child. Once a child is over 13 years old, parental consent is no longer sufficient. We will only continue to hold or use the data if the child, themselves, gives consent.

### **How can you update your data?**

You can contact us at any time at [chairman@rso.org.uk](mailto:chairman@rso.org.uk) to update or correct the data that we store about you.

### **How long will your data be held?**

Our policy is to review the data we hold about individuals at least every two years, and to remove data where there is no longer a legitimate reason to keep it. Where you have withdrawn your consent for us to use your data for a particular purpose (for instance, to unsubscribe from our mailing list), we may retain some of your data for two years to preserve a record of your consent having been withdrawn.

### **What rights do you have?**

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

1. The right to be informed about what data we are collecting and how we will use it.
2. The right of access: you can ask to see the data that we hold about you.
3. The right of rectification: you can ask us to update or correct your data.
4. The right to object: you can ask that we stop using your data for a particular purpose.
5. The right of erasure: you can ask for us to delete the data that we hold about you.
6. The right to restrict processing: you can ask us to temporarily stop using your data whilst the reason for its use or its accuracy is being investigated.
7. Although unlikely to apply to the data that we hold or process about you, you also have rights related to portability and automated decision-making (including profiling).

All requests related to your rights should be made to the Data Protection Officer at [chairman@rso.org.uk](mailto:chairman@rso.org.uk). We will respond to you within one month.

You can find out more about your rights on the [Information Commissioner's Office website](#).

### **What will RSO do if anything changes?**

If we make any changes to our privacy statements or processes, we will include details on our website. Where the changes are significant, we may email the new details to the individuals affected. Where required by law, we will ask for your consent to continue processing your data after these changes are made.