



PRIVACY NOTICE

We take your privacy and protection very seriously and our Privacy Notice is designed to inform you about how we deal with your personal information.

Collecting Personal Information

This notice explains what information we collect, why we collect it and what we do with it. We are legally obliged to use your information in line with all applicable laws concerning the protection of personal information, including the Data Protection Act 2018.

This notice relates to our use of any personal information we collect from you via the following methods:

- Information that you provide to us for the purpose of subscribing to our email newsletters via Mail Chimp. Details of Mailchimp's Privacy Policy can be found at: <https://mailchimp.com/legal/privacy/>
- Information that you provide to purchase tickets and make donations via our online ticketing platform Try Booking. Details of Try Booking's Privacy Policy can be found at: <https://www.trybooking.com/uk/info/privacy>
- Information that you provide to make donations via our online donation platform

Givey

Details of Givey's Privacy Policy can be found at: <https://www.givey.com/privacy>

- Details of your visit to our website using Google Analytics. This works using a web cookie downloaded to your browser. This tracks information about your computer, about your visits to, and use of this website, such as your IP address, geographical location, browser type, referral source, length of visit and number of page views. It does not hold any personal data.
- Information required for registering for music sessions, training events, surveys or participating in other activities. This may include postcode, age, sex, ethnicity, disability and gender identity. This information is collected and analysed for reporting purposes only. The reports may be shared with our funders, commissioners and partners, to measure the equality and diversity of audiences and artists in the delivery of our work.
- Information required for financial transactions, including invoicing, bank payments and other contractual agreements. We do not hold debit or credit card details on any of our systems, and card terminal receipts are destroyed after processing.
- Information you provide for enquiries, complaints or when giving feedback.
- Information you provide to us directly for contact information via phone, text, post, email, website, social media or in person.

- Information provided in Recruitment Processes and in Personnel Records, including employees, freelance staff, volunteers and trustees.

Marketing

We will only contact individuals who have subscribed to More Music's newsletter, or have requested direct communication for marketing purposes, and only in relation to the marketing products and/or services that we publicise as part of our strategy to promote the arts in the region.

Should you wish to no longer receive marketing communications from us:

- An unsubscribe facility is available within the marketing email which opens a webpage to allow you to request no further marketing contact from us.
- You can reply to the newsletter directly requesting no further marketing contact (opt out facility).
- Contact More Music on 01524 831997 or email marketing@moremusic.org.uk to

request no further marketing contact from us.

After any of these have occurred, we will not directly contact you in this regard again unless you provide a subsequent request to start receiving it again.

Social Media

We use a variety of online engagement tools and social media platforms to communicate and interact with participants, supporters and the public. We use third-party platforms including, but not limited to , Facebook, T witter , Instagram, Y ou T ube and Soundcloud. When interacting with More Music on those sites you may reveal certain personal information. Apart from using your information to respond to a specific message or request, More Music will not use, share or retain any personal information given on these channels.

The relevant privacy policies of these sites are available at Facebook, Twitter , Intagram, YouTube and Soundcloud.

Protecting your information

More Music will ensure that:

- Safeguards are in place to make sure personal data is kept securely.
- Only authorised staff are able to view your data.
- We will not pass your details to third parties unless we are instructed to do so by court order, under the remit of Freedom of Information or you provide permission for us to do so.
- We retain the information for no longer than is necessary, after which your

information will be permanently deleted.

We will only share your information:

- If you have provided your explicit consent for us to pass data on to a named third party.
- The police or law enforcement agencies where there is a legal requirement to do so.
- The general public under a Freedom of Information request where necessary and justifiable.

Your Rights

You have a right to access your personal data to ensure that it is accurate, and to request that it is rectified, blocked, erased or destroyed if it is inaccurate.

To make any request relating to your data held by us, please contact: Serena Mansfield, More Music, 13-17 Devonshire Road, Morecambe, LA3 1QT marketing@moremusic.org.uk 01525 831997

If you are not satisfied with the response you receive, you may also complain to the Information Commissioner, whose details can be found on <https://ico.org.uk>

Privacy policy amendments

This Privacy Notice may change. We will not reduce your rights under this Privacy Notice without your consent. If any significant change is made to this Privacy Notice we will provide a prominent notice on this website so that you can review the updated Privacy Notice.

Contacts:

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Liz Neat & Sam Ud-din
Co-Chairs of the Board

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