

WINCHESTER CHAMBER MUSIC FESTIVAL TRUST (WCMFT)
PRIVACY STATEMENT

How we contact you and collect, store and handle your personal information is now governed by the General Data Protection Regulation. In line with this Regulation, our aim is to ensure that we:

- only collect the information we need to help us to promote the Winchester Chamber Music Festival
- never sell or share your personal information, or let other organisations use it for marketing
- take good care of your personal information, and make sure it is up to date, safe and secure at all times
- make sure that if we have any suppliers or partners (eg box office services), they meet the same high standards that we adhere to when handling your personal information
- make it easy for you to tell us how you would like us to keep in touch and how to contact you.

To achieve these aims, we have drawn up a Privacy Policy below.

PRIVACY POLICY OVERVIEW

We collect personal information from our supporters who join the Friends Scheme, buy tickets for the Festival events, sign up for our e-newsletter or request directly to be added to our mailing list. We do this both electronically and in paper format.

We use the information you share with us to:

- Make sure you receive the service or information you have requested or bought
- Carry out reasonable administration of your membership, donations, bookings, volunteering and other services
- To keep in touch with you in the way that you want us to

We will only share your personal information for the purposes of processing payments, claiming Gift Aid or where required by law.

In choosing to share your personal information with us, you are agreeing to our collection and use of your information for these purposes.

We will need to make changes to this policy from time to time, to make sure that we are always providing you with the latest information about what is happening to your personal information.

This policy was last updated on 19/03/2021

If you no longer want us to process your personal details you can ask us to stop at any time by contacting manager@winchesterchambermusic.com.

WINCHESTER CHAMBER MUSIC FESTIVAL TRUST PRIVACY POLICY

What information do we collect and how?

We collect personal information about you that helps us to deliver and improve our services. This can include:

- Name, address, email address and telephone numbers
- Payment information such as bank details
- How you would like to hear from us
- Festival events you have attended
- Details of ticket purchases, membership, Gift Aid Declarations, donations
- Your volunteering activity
- Enquiries and feedback
- Interaction with our social media pages

Everyone with whom we communicate electronically will always have specifically authorised us to hold and use their personal information. For those people whose personal information is held on our postal mailing list, where all our communication to you is by post or “live” phone calls, we hold the information as a result of our legitimate marketing interest in that information on the basis that you would reasonably expect to receive such information. You can opt out of this at any time.

What do we do with your information?

We make sure that you receive the service you have requested, process any payments and send you information relating to that service.

If you have joined the Friends Scheme this will include sending you confirmation and providing the specified benefits, including the periodic newsletter. We will also send you information about membership renewal and information relating to your Banker’s Standing Order payments.

If you have made a donation, this will include thanking you for your support and letting you know how your contribution has helped us. Public acknowledgement will only happen with your specific authorisation.

If you are on our mailing list, we will only send you marketing material for Festival events by post (see below)

If you have signed up for the e-newsletter, we will send you information about the Festival, its personnel/performers and other chamber music, not more than once a month.

If you are a volunteer or a Trustee we will contact you about the operation of the Festival.

We will also do our best to keep your information up to date. This includes monitoring returned mail to let us know if you no longer live at the address we hold for you.

Please do let us know if your details have changed by emailing manager@winchesterchambermusic.com. Or writing to Winchester Chamber Music Festival Trust, 27 Parchment Street, Winchester SO23 8AZ

Marketing and Communications

Receiving marketing information from us will always be your choice, and you can choose how you would like to receive that information from us.

You can also change your mind at any time, and we will keep your preferences up to date.

We limit the number of marketing communications we send to make sure we are not sending you too much. These communications will be in addition to communications that are not specifically marketing related as described in the “What we do with your information” section above.

Occasionally we may invite you to events for fundraising, or ask you if you are able to support us further but only if appropriate and in line with this privacy policy.

We will not contact you for marketing purposes by telephone or text message (SMS).

We will only contact you by email if you have told us you would like to hear from us this way, or to let you know about services you have previously bought. Every email will give a contact to enable you to unsubscribe if you wish to stop this.

We may contact you occasionally by post, however you can also stop this at any time by contacting manager@winchesterchambermusic.com.

If you have applied to provide contract services for WCMFT (eg administration services), your personal information will only be processed for the purposes of

appointment, including processing your application. You will not receive marketing communications.

Who will have access to my information?

Your information will be only be accessible to our General Manager and Friends' Team who are fully aware of their responsibility to carry out their role in line with this Privacy Policy.

We will never sell your personal information.

We will never let other organisations use your information unless required for the operation of the Festival and then we ask those people to give us confidentiality or non-disclosure undertakings.

We will only share your personal information where we are legally required to, or as a result of a lawful request by a governmental or law enforcement authority.

Our website may contain links to other websites that are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you that will be used by them in accordance with their privacy policy, which may differ from ours.

How do we keep your information safe?

The security of your information is paramount to us. We use password protection for online access and transfer of data, however data that is transmitted via the internet or in email, cannot be 100% secure.

We check the security measures in place to protect the computer equipment of those with access to the information. Information on bank details is only held in hard copy by one member of the Friends' team.

We also regularly review our measures to ensure they are up to date.

Whilst we will take every reasonable precaution to keep your information safe, it cannot be guaranteed and so please be aware that any information you do transmit to us is at your own risk.

We will only hold your personal information for as long as reasonably necessary to carry out services and administer your relationship with us. Typically this is four years since your last interaction with us unless we are required to hold it longer for legal or taxation reasons.

If we dispose of your information it will always be done completely, except where it is needed for legal/accounting reasons. The disposal will be done securely.