

## Privacy Policy

At Company Chordelia, your privacy is important to us. This privacy notice aims to explain how we look after your data, why we process your data and how your data is used, stored and protected. This privacy notice will also advise you how to access your data, make changes and stay informed.

### How we look after your data

We will comply with data protection law which means your personal data will be:

- Processed lawfully, fairly and in a transparent manner.
- Collected for specific, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary
- Accurate and up to date
- Kept in a form which could identify individuals for no longer than is necessary and securely deleted or destroyed thereafter
- Processed in a manner that ensures appropriate security of the personal data.

### How we collect your data

We collect personal information about you in order to create and maintain adequate records in relation to your interactions with Company Chordelia. We will collect and process personal information directly from you, or from an authorised third party, for example, a parent or guardian.

### How your data is used

Your data is used by us for a number of interdependent purposes. These can include:

- Sending you publications (e.g. newsletters, and updates about Company Chordelia).
- Administering ticket sales and audience communications.
- Conducting surveys and research on when and whether particular events, donations or funding appeals may be of interest to you.
- Sending you tailored proposals, appeals and requests for donations.
- inviting you to Company Chordelia performances and events.
- Internal record keeping, including the management of any feedback or complaints.
- Administrative purposes (e.g. in order to process a donation you have made or to administer an event you have registered for or attended).

## **Why we process your data**

As a data controller, Company Chordelia will process your personal data under the provisions of the General Data Protection Regulation and subsequent legal provisions. In particular, we will process your data most commonly under the following circumstances:

- Where we need the data to fulfil our contract to you.
- Where it is necessary for our legitimate interests and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal obligation.
- With your explicit consent. For any situation where we will be using your data for any further purpose, we will not do so without your explicit consent. Your consent will always be asked for freely and will involve a positive “opt-in” from you.

We may also collect and process certain “special category” data, such as Information about your health, including any access issues you may have. This is to allow us to ensure that you have the best experience possible.

If we collect special category data about you, we will have safeguards and justification in place to allow us to process and store that data securely.

## **If you do not provide us with personal information**

If you do not provide us with the personal information we ask for, we may not be able to perform all or part of the contract we have entered into with you. It is also important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes or you would like to make any changes.

## **Protecting your personal information**

We have in place appropriate security measures to prevent your personal information from being accidentally lost, used, accessed, altered or disclosed in an unauthorised way. We limit access to your personal information to those employees and third parties who have a business need to access your data. This applies equally to paper and electronic records.

## **Data Sharing**

We may share your personal data with approved third parties (for example mailing services). All our third party service providers are required to afford you the same level of personal information data security as Company Chordelia. These third parties will only process your information at our instruction and that processing will be limited to the agreed specified purposes.

## **How long we will hold your personal information**

We will only retain your personal information for as long as it is necessary to fulfil the purposes for which we collected it and to fulfil any legal, financial, accounting or reporting requirements.

## **Your rights**

You have a range of rights under data protection legislation. You have the right to:

- Be informed about the collection and use of your data.
- Access your personal information (commonly known as a “subject access request”).
- Rectification, if information we hold about you is wrong, please ask us to correct it.
- Erasure, you can ask us to delete information about you.
- You have the right to ask us to restrict or suppress the processing of your information.
- You have the right to ask us to move, copy or transfer your data from one IT environment to another.
- Object to our processing where we rely on a legitimate interest (or those of a third party) and you object.

### **Contact us**

Please get in touch with us if you have any questions about any aspect of this Privacy Notice, and in particular if you would like to exercise any of your rights as outlined above.

We can be contacted at:

[info@chordelia.co.uk](mailto:info@chordelia.co.uk)

or by mail at

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