

<b>Policy</b>	<b>Data Protection</b>
<b>Effective Date</b>	1 September 2016
<b>Date Last Reviewed</b>	25 September 2017
<b>Authorised by</b>	Trustees Meeting
<b>Scheduled Review Date</b>	September 2018
<b>Supersedes</b>	All previous Policies and/or Statements

Data protection exists to protect individuals from having data about them wrongfully gathered or used by organisations. There are eight key Principles, which we must follow in order to comply with the terms of the Data Protection act 1998 (DPA) alongside some additional regulations from the Privacy and Electronic Communications Regulations 2003 (PECR) specific to electronic communications (like email).

### The Data Protection principles

1. *Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless (a) at least one of the conditions in Schedule 2 is met, and (b) in the case of sensitive personal data, at least one of the conditions in Schedule 3 is also met*

This means that for any personal data relating to members or the public including members we must have a legitimate reason for collecting and using it, and must not use it in any way that could have a negative impact on the individual. We must also be clear and open about how we are planning to use the information, and only use that information in a way the individuals might reasonably expect you to.

2. *Personal data shall be obtained for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that/those purpose(s)*

This means that for any data stored about individuals (e.g. the names and phone numbers of members or contact details for marketing purposes), we must say why it's being stored when we obtain it (e.g. for members: to let them know about rehearsal changes, to send weekly informative emails and to provide contact details for relevant HCS Officers (Treasurer, Librarian) and likewise for data collected for publicity purposes to send further publicity information ), and we must ensure that we only then use it for reasonable related purposes (i.e. we must *not* pass any data we hold to a third party).

3. *Personal data shall be adequate, relevant and not excessive in relation to the purpose for which it is processed*

We will not store more data than the minimum information needed for our purposes (e.g. we can store someone's home address, but not who else lives there).

4. *Personal data shall be accurate and, where necessary, kept up to date*

We will take reasonable steps to ensure that the data we collect and keep is accurate and up to date. We will do this by ensuring there is a way for people to let us know about changes to their details (by emailing the Secretary for members or contacting the publicity team for marketing) and we will update their data as soon as possible after we are informed. We will remind members at least once a year to let the Secretary know of any changes, the Secretary will then update other relevant HCS Officers. We will also ensure that when collecting data for publicity purposes a contact email is given for notifying changes.

5. *Personal data processed for any purpose(s) shall not be kept for longer than is necessary for that purpose*

We will not keep information too long. In general we will keep member's data for 6 months after they leave unless they have given us a reason to think they are definitely coming back (for instance having a year off). Likewise, if data is collected for a mailing list (for whatever reason) and someone indicates they are no longer interested, we will remove their data.

6. *Personal data shall be processed in accordance with the rights of data subjects under the Act.*

This means that once a person has given us their data, they retain some rights over it: To see a copy of the data we hold about them; to object to any storage or use of their data that might cause them substantial distress or damage; to stop us sending them direct marketing materials; to object to any automated decisions made based on their data; to have inaccurate data corrected; to seek compensation for any loss or damage suffered as a direct result of HCS failing to abide by the DPA.

7. *Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data, and against accidental loss or destruction of, or damage to, personal data*

We will ensure that any personal data is protected from unauthorised access. This will include storing it securely; ideally using strong passwords (if digital) or locks (if physical) and ensuring that nobody can access the data unless they have a good reason to. When sending emails to the choir generally recipients will be blind copied in so their data is not visible to other members.

8. *Personal data shall not be transferred to a country or territory outside the European Economic Area (EEA) unless that territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data*

In the unlikely event that we wanted to transfer any data to a non EEA country, we will ensure that the country provides adequate protections for data, and we will obtain the permission of the individuals whose data we hold.

## **Direct Marketing requirements / Mailing Lists**

This covers all advertising or promotional material, including that promoting our aims or ideals. It also covers any campaign for support or funds.

The most important areas are:

We will get (and keep a record of) a person's consent before we send them a marketing message. This will be knowingly given, clear and specific: it will state Harrogate Choral Society, the type of communication we want to use (e.g. phone, email, fax, SMS) and involve a positive action (ticking a box, sending an email, subscribing to a service). Consent for sending someone emails will be more explicit than for post (e.g. the user will be asked to actively 'opt-in' rather than just giving them an option to 'opt-out'.)

Examples are:

Implied opt-in for post: *"Harrogate Choral Society may write to you by post to keep you informed about forthcoming concerts and other events. If for any reason you would prefer not to receive such information, please write to [someone from HCS who will manage this] and we shall remove your name from our mailing list."*

Explicit opt-in for email: *"From time to time we send email to members and supporters giving details of our forthcoming concerts and other events. If you would like us contact you in this way, please tick this box."*

We will ensure the opt-out is included in every communication because even if someone has previously given their consent for you to send them marketing messages, they have the right to change their mind. We will give them a clear opportunity to tell us so in any communications, especially in emails.

For example *"You have been sent this email because you opted in to hear about our forthcoming concerts and other events. If you would no longer like to receive these, please reply to this email with 'unsubscribe'."*

Once someone has asked to no longer be sent messages, we will make this change within three months (or ideally within 28 days).

### **Cookies on our websites**

A cookie is a small text file that is downloaded onto a computer or smartphone when the user accesses a website. It allows the website to recognise that user's device and store some information about the user's preferences or past actions.

We currently (September 2016) do not use cookies to track how many users are visiting our websites (e.g. through Google Analytics) or to save information about what they have seen (e.g. to auto-complete a form).

In the future if we decide to use analytics we will tell people which cookies we are using and why and we will do our best to get the user's consent to store a cookie on their device.

**Change Control History**

<b>Date of Change</b>	<b>Summary of Revisions Made</b>
September 2017	No changes, review noted at Trustees meeting on 25 <sup>th</sup> September