

Fen Edge Voice Community Choir

Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- How to complain

Contact details

Email info@fenedgevoices.org.uk

What information we collect, use, and why

We collect or use the following information to provide services.

- Names and contact details
- Emergency contact details
- Photographs or video recordings
- Information about access needs
- Records of meetings and decisions
- Information about income and financial needs for funding or personal budget support
- Payment details (including bank information for transfers and direct debits)
- Website user information (including user journeys and cookie tracking)
- Information relating to compliments or complaints

We collect or use the following information to receive donations or funding and organise fundraising activities:

- Names and contact details
- Payment or banking details

We collect or use the following personal information for service updates or marketing purposes:

- Names and contact details
- Recorded images, such as photos or videos
- Records of consent, where appropriate

We collect or use the following personal information to comply with legal requirements:

- Name
- Financial transaction information
- Any other personal information required to comply with legal obligations
- Health and safety information

We collect or use the following personal information for recruitment purposes:

- Contact details (e.g. name, telephone number or personal email address)

We collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Information relating to health and safety (including incident investigation details and reports and accident book records)

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)

- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to provide services, receive donations or funding, organise fundraising activities, service updates or marketing purposes, comply with legal requirements, recruitment purposes, dealing with queries and complaints or claims are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Where we get personal information from

- Directly from you

How long we keep information

- Members' personal information will be reviewed on a yearly basis to ensure it is up to date.
- Members' personal details will be deleted once they leave the choir unless they are needed for any reason such as outstanding payments in which case they may be retained for up to after a year.
- Financial details may be kept for 7 years.
- Accident records will be kept for 3 years.

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

This policy was adopted at a meeting of the Fen Edge Voices Committee

Date:

Signed:

Position:

This policy will be reviewed at least every two years, or sooner if required.