

Privacy Notice

How we use your information



Introduction

Our privacy commitment to you

Here at Wren Music, we want everyone who engages with us, supports us, and attends our events, to feel confident and informed about how any personal information shared with us will be looked after or used. We do everything we can to keep your information secure and use it only for the purposes you intend.

We have created this Privacy Policy to give you the answers to privacy issues that may concern you when you register to attend an event, sign up to receive news and information about our projects and opportunities, or support us.

This Privacy Policy sets out how we collect, store and use your personal information (this means any information that identifies or could identify you). Once you have read this Privacy Policy, if you have any questions on how we protect your privacy or deal with your data please email info@wrenmusic.co.uk or telephone 01837 53754.

Who we are

Wren Music is committed to protecting your personal information and making every effort to ensure that your personal information is processed in a fair, open and transparent way.

We are a "data controller" for the purposes of the Data Protection Act 2018. This means that we are responsible for, and control the processing of, your personal information.

If after reading the following policy you would like further information about our privacy practices, you can contact us by:

- Wren Music, Ebenezer Hall, North Street, Okehampton, EX20 1AR
- 01837 53754
- info@wrenmusic.co.uk

How we collect information about you

Everything we do, we do to ensure that as many individuals as possible have access to life-changing music-making and musical experiences. We want to make sure you receive the communications that are most relevant to you, be it through visiting our website or receiving emails, or phone calls. We also want to

make sure you receive the best experience when you book on to an event, get in touch with us, ask to hear more about us, or make a donation.

We collect information from you in the following ways:

When you interact with us directly: This could be if you ask us about our activities, sign up for emails from us, contact us by post or telephone or register to join one of our groups. You may also deal with Wren through third parties such as a venue's box office when attending one of our events and will be asked to provide consent for your personal information to be shared with us.

When you visit our website: We gather general information which might include which pages you visit most often and which services, events or information is of most interest to you. We may also track which pages you visit when you click on links in emails from us. We also use "cookies" to help our site run effectively.

We use this information to personalise the way our website is presented when you visit, to make improvements and to ensure we provide the best service and experience for you. Wherever possible we use anonymous information which does not identify individual visitors to our website. We also use technologies, such as cookies, to customise content and advertising, to provide social media features and to analyse traffic to our website. We also share anonymous information about your use of our site with our trusted social media, advertising and analytics partners in order to help us reach more people with an interest in our work.

Information we collect and why we use it

We collect some basic information to help you register for an event, sign up to our newsletters, support us, or make other general requests or enquiries. These may include your name, address, title, date of birth, telephone number, email address or financial details.

By providing us with that information you are giving us permission to use that information to fulfil your event booking, request or enquiry, or to process donations or payments in accordance with this Privacy Policy.

As a condition of our charitable funding, we may also be called upon to provide demographics data on attendees of our events in an anonymised, aggregated format when reporting, for funding bodies such as Arts Council England.

Information we collect

As above, we collect information that you provide us in order to register for and attend an event, register and attend one of our music groups, stay up to date with what we do, or make a donation, whether that is done online, by phone,

email or post, which we need in order to effectively provide our events and opportunities to you.

Personal Information

Personal information is information that identifies you as an individual and relates to you. This includes:

- Name;
- Address;
- Telephone number
- Email address;
- Photographs;
- IP addresses;
- Location data;
- Profiling and analytics data; and
- Online Cookies.

Personal information we collect includes details such as your name, date of birth, email address, postal address, telephone number and records of correspondence. Photographs of individuals for the purposes of marketing and promotion are also classed as personal information.

Special Category Data

Special Category Data is an additional category of data and consists of more in depth data such as:

- Ethnicity;
- Trade Union Membership;
- Religion;
- Political Opinions;
- Sexual orientation;
- Health Information;
- Biometric Information; and
- Genetic data.

At Wren music, special category data we may hold includes information about an individual's ethnicity.

Aggregated or pseudonymised data

As well as personal confidential data, Wren Music may use other categories of data which are designed to improve the safety of the individuals that it refers to, specifically, Wren may use Anonymised data, which is where personal identifiers are removed to communicate with funding organisations (such as Arts Council England). In **cases such as these, the individual cannot be reidentified.**

Children's data

Some of Wren Music's work is aimed at young children, to deliver these services safely, it is necessary for us to store information on our database. Before we collect any information from an individual under the age of 18, we will always ask them to:

- Obtain the permission of a parent or guardian before registering with us, and provide Wren with their contact details; and
- Inform them that photographs may be used for the purposes of marketing and give the right to dissent to share that information.

What we do with your information

We use your information to:

- Administer and facilitate the events and/or opportunities for which you have registered, and provide the services or goods you have requested, or the ways you can support us as a charity e.g. provide you with the information you need in order to attend our events and groups;
- To update you with important administrative messages about an event, or services or goods you have requested;
- Contact you about other Wren events and opportunities in which we think you may be interested, and how you can support us, but only where you have let us know, or expressly indicated, that you are happy for us to do so;
- Let you know about any changes to Wren Music or our events and groups;
- To keep a record of your relationship with us; and
- To comply with the Charities (Protection and Social Investment) Act 2016 and follow the recommendations of the official regulator of charities, the Charity Commission, which require us to identify and verify the identity of supporters who make major gifts so we can assess any risks associated with accepting their donations.

We may also use your personal information:

- To invite you to participate in feedback surveys or research to further our charitable aims and provide a better experience;
- To invite you to a reception or fundraising event;
- With a legal basis for using your information. There are lawful reasons that allow us to process your personal information and one of those is called 'legitimate interests'. This means that the reason that we are processing information is because there is a legitimate interest for Wren Music to process your information to help us to achieve our charitable vision of making high quality musical experiences accessible by all. This is done at no detriment to you, or the safety and integrity of your personal information.

What we don't do with your information

We do not sell your data or pass on your data to any other organisations for marketing purposes.

We will not use your information in other ways unless we have permission to do so. We do not use your data for anything other than the purpose for which it was supplied to us by you, unless the new purpose is similar and fair.

Exceptions

The only exceptions might be:

- If we were legally obliged to do so, for example by the police;
- If it was necessary to protect our staff, or other persons.

How we store it

Data is stored securely in a manner which complies with the Data Protection Act 2018.

It is important to be aware that no system is 100% secure. However, we take every care to ensure the security of your data with robust procedures, up to date technology and software, and staff training to prevent security breaches.

Access to your information

Any information that we hold is accessible under chapter iii of the Data Protection Act 2018, if you wish to request a copy of this data from us, you may do this by making a 'subject access request'. We may ask you to prove your identity in order to process this.

You can make a subject access request in the following ways.

- Write to Wren Music, Ebenezer Hall, North Street, Okehampton, EX20 1AR;
- Telephone 01837 53754; or
- Email info@wrenmusic.co.uk with the subject line 'Subject Access Request'

How to stop us contacting you and the right to be forgotten

We understand that circumstances change, and that in time, the work of Wren Music may no longer be relevant to you. In cases such as these, you can contact us on the above details and inform us and we will ensure you are removed from any databases under the Right to be Forgotten (Data Protection Act 2018)

Know Your Rights

The Information Commissioner's (ICO) website is the best source of information about your data protection rights as they apply in the UK:

<https://ico.org.uk/for-the-public/>

Data Protection Officer Contact Details

- Email – info@wrenmusic.co.uk
- Post – Wren Music, Ebenezer Hall, North Street, Okehampton, EX20 1AR