



Coquetdale Chamber Choir

PRIVACY NOTICE

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

1. Our contact details
2. What information we collect, use, and why
3. Lawful bases and data protection rights
4. Where we get personal information from
5. How long we keep information
6. Who we share information with
7. How to complain

1. Our Contact details

Email: info@coquetdalechamberchoir.org.uk

2. What information we collect, use, and why

2a We collect or use the following personal information for **recruitment and publicity purposes**:

- Contact details (eg name, telephone number and personal email address)
- Dietary needs
- Singing voice
- Photographs

2b We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details

3. 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, (<https://ico.org.uk/>).

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.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- **Your right to erasure** - You have the right to ask us to delete your personal information.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information.

- **Your right to object to processing** - You have the right to object to the processing of your personal data.
- **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.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

Making a data protection rights request and responding to requests

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

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

4. Our lawful bases for the collection and use of your data

4a Our lawful bases for collecting or using personal information for **recruitment and publicity purposes 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.
- **Legitimate interests** – we’re collecting or using your information because it benefits you or our organisation, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - We collect personal information about a person's preferred, or competent singing voice and experience so that we can provide the best experience for them at workshops and/or to ensure that the Choir recruits the right people to the choir.
 - We collect photographs and video material of the members of the choir, guest singers and/or participants at workshops to promote the choir, its repertoire and achievements on our website, our social media sites, (Facebook and Instagram) and through appropriate third-party organisations who promote musical events and choirs. We will always seek your consent before either taking or using photographs and videos of you. You will always have the right to tell us you do not want to be photographed or video'd.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

4b Our lawful bases for collecting or using personal information for dealing with queries, complaints or claims are:

- **Legitimate interests** – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - In order to process queries about our singing workshops and/or about joining the choir, we require information about a person's singing voice and experience.
 - In order to process complaints effectively, we require the complainant's name and contact details, together with, potentially, personal details about the experience, or behaviour, that they are complaining about, such as the way they were treated on a given occasion.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

5. Where we get personal information from

- Directly from you
- Family members or carers

6. How long we keep information

The table below sets out the time periods for retaining personal information and why it needs to be kept

Retention Schedule

Category of Personal Information	Retention period	Reason for holding the information	Actions taken after the retention period
Choir members' contact details: name, telephone no. & email address	Throughout membership	<ul style="list-style-type: none"> • Sharing instructions, music and choir information • Consent for names and photographs to be taken/used or not 	Records are permanently deleted from the members' database & email circulation list within 5 days of a member leaving
Workshop participant's name, telephone No. and email address; dietary needs/allergies	Max 6 months	Initial enquiries can be up to 4 months in advance – those records are held either to provide details about and materials for the event. Participants' details are held for one month after the event to ascertain whether they will join the choir or not. If joining, details will be held to facilitate the joining process.	Personal information is deleted immediately if an enquiry does not lead to participation and/or later joining the choir Participants who subsequently join the choir have their details transferred to the Members' retention schedule. Records of participant's dietary needs are all destroyed immediately after the event, whether or not they join the choir
Photographs	In perpetuity Guests and participants – 1 year	Photographs are held in an electronic database and are used electronically for publicity and PR purposes	Photographs and videos are deleted when choir members leave and/or when an individual asks to have a photo removed. Photos of guests and participants at choir events who have given consent to are destroyed after one year.

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.

7. Who we share information with

Others we share personal information with

- Organisations we need to share information with for safeguarding reasons
- Relevant regulatory authorities
- Publicly on our website, social media or other marketing and information media

8. How to complain

8a 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. *(See also our Complaints Policy on the website: www.coquetdalechamberchoir.org.uk, which gives details of how to make a complaint.)*

8b 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>

Policy Approved

Date 26 July 2025

Chair Pat Turner

Committee Member (Website)

Pat Beaumont

Date of next Review

July 2026