

Guildford Jazz Privacy Policy

Safeguarding Your Data

Guildford Jazz take the security of your personal data and the safeguarding of your privacy seriously. The data that we collect, process and use is treated in accordance with this Privacy Policy, the General Data Protection Regulations 2016, the Data Protection Act 1998 and the Privacy and Electronic Communications Regulations 2003. We aim to be clear how we collect and use your data and not to do anything with it that you would not reasonably expect.

By attending a Guildford jazz event, signing up for our mailing list, or by accepting our Privacy Policy and Website Terms and Conditions when you visit our web site, you give Guildford Jazz your consent to the collection, storage and use of your personal data in accordance with this Privacy Policy and agree to the use of cookies

How do we collect Information?

We collect personal information from you when:

- you visit our website
- you make ticket bookings and other purchases from us
- you take part in our activities or join one of our jam sessions
- you sign up to our mailing list
- you complete audience surveys
- you enquire about our activities, services or job vacancies via direct emails, web forms, phone conversations, post or social media
- or you otherwise provide us with personal information.

Whenever you give us personal information, you are consenting to its collection and use in accordance with this policy, including our use of cookies.

What Personal Information Do We Collect About You and How is it Used?

It is not compulsory, and you have no statutory or contractual obligation to provide any of this information. However, should you choose not to, then Guildford Jazz may from a practical perspective not be able to provide you with certain services or communications.

We may collect your name, postal address, email address, telephone numbers, country of residence, bank or credit card details, your opinions about an event, product, service or issues, and other information that you choose to provide to us.

We may then use that information to:

- provide you with gig tickets and other goods and services which you have asked for
- keep a record of your relationship with us

- administer any supporter schemes
- send you information by post, telephone - and if you have given your consent, electronic means - about our gigs and other events, our website, policies and occasionally about the products and services of our sponsors and supporters.
- ask you to participate in surveys and market research
- improve our understanding of audience, customer make-up and behaviour
- run, administer, operate and make improvements to our musical and charitable activities

Electronic Marketing

We will not send you marketing or fundraising information by email or other electronic means of communication without your express opt-in consent.

Sharing your personal information

Your personal information may be passed to third parties who provide services to us or with whom we run events or programmes but only for the purposes and uses of Guildford Jazz outlined above (e.g. to companies providing us with banking, ticketing, data-processing, survey-management and email distribution services). In such circumstances, we will wherever appropriate and feasible review their data protection policies and seek to obtain appropriate confidentiality and data-use undertakings to ensure appropriate protections for your data.

Guildford Jazz may transfer your personal information as part of any business restructuring or reorganisation but shall take steps to ensure that your privacy rights continue to be protected.

Except as set out above, and unless obliged to do so by law, we will not share your information with third parties (including for their marketing purposes) without your express consent.

Unsubscribing or withdrawing consent

You can choose at any time to unsubscribe from marketing and fundraising communications by simply clicking the 'unsubscribe' link found in all of our marketing emails.

You also have a right to ask us to stop processing your personal data if your consent is required for that processing. To request this simply email Guildford Jazz at info@guildfordjazz.org.uk

Sensitive Information

Some of the information which we collect from you (for example where you apply to take part in one of our education projects) may constitute sensitive personal data e.g. regarding ethnicity. We will only ever use this in accordance with this policy and shall maintain necessary measures to protect this information and its confidentiality. We will only use stories and sensitive information about specific individuals where we have the consent of that individual or their parents or guardians.

Security

We will ensure that the personal information that you provide will be held securely, that there are appropriate technical controls in place to protect it and that only appropriately trained volunteers and contractors have access to that information.

Unfortunately, the transmission of information via the internet to us is not completely secure. Although we will do our best to protect your personal information once we receive it, we cannot guarantee the security of your information as it is transmitted to our site and related servers. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Users Under 16

The age of 'data consent' is 16. Therefore where under 16's are engaging with Guildford Jazz it must be their parents/guardians providing that young person's personal data, and consenting to our use of that data.

Links to Third Party Websites

Guildford Jazz is not responsible for the privacy notices and practices of other websites even if accessed using links from our website. We recommend that you read their privacy policies.

Transfer of your personal information outside the European Economic Area

Whilst the computer servers used to facilitate our website are located in the UK, by the nature of the Internet it is possible that the personal information you provide to Guildford Jazz may be transferred to countries outside the European Economic Area (EEA). For example, some of our suppliers including Dropbox and Mailchimp may run their operations outside the European Economic Area (EEA). We will take steps to try to ensure that they provide an adequate level of protection in accordance with the GDPR. By submitting your personal information to us you agree to this transfer, storing or processing at a location outside the EEA (including in the United States).

How can you access the information we hold about you?

You have the right to know what personal information we hold about you, and request to receive a copy of that information. To make a request, please send a description of what you want to see and

proof of identity and address to the Data Controller at our postal address shown below. We will seek to respond within 30 days of receiving your request.

Contacting Us and Updating Your Personal information

We endeavour to keep your personal data accurate and up-to-date. If your information changes, you become aware of errors or inaccuracies, or if you have any questions about this Privacy Policy, please email Guildford Jazz at info@guildfordjazz.org.uk.

Complaints

Any complaints about this Policy or the use of your data should be made in the first instance by email addressed to Guildford Jazz Controller at [insert email address] but you also have the right to complain to the Information Commissioner's Office (ICO).

Changes to this policy

This Policy was last updated in May 2018

This Guildford Jazz Privacy Policy may change from time to time so you may wish to check it whenever you visit our website. If we make material changes, we will make this clear on our website or contact you directly.