



Kidenza Community Interest Company

PRIVACY POLICY

Privacy Policy

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1 Who Are We?

Kidenza Community Interest Company is a not-for-profit Social Enterprise providing educational high quality classical concerts and workshops to schools and families

Our registered address is

77-79 Stoneleigh Broadway
Epsom
Surrey
KT17 2HP

You can contact us via email info@kidenza.co.uk or telephone 01732 362820

2 What Does This Policy Cover?

We at Kidenza take your personal data seriously. This policy:

- a) sets out the types of personal data that we collect about you;
- b) explains how and why we collect and use your personal data;
- c) explains how long we keep your personal data for;
- d) explains when, why and with who we will share your personal data;
- e) sets out the legal basis we have for using your personal data;
- f) explains the effect of refusing to provide the personal data requested;
- g) explains the different rights and choices you have when it comes to your personal data; and
- h) explains how we may contact you and how you can contact us.

3 What Personal Data Do We Collect About You?

We collect the information necessary to be able to offer tickets to home schoolers for school and family concerts, to the general public for our family concerts. This information includes: Name, email address and telephone number.

4 Where Do We Collect Personal Data About You From?

The following are the different sources we may collect personal data about you from:

- a) Directly from you. This is information you provide if you contact us via email or telephone. If we are contacting schools, we are also provided with the name and work contact details for specific staff such as office administrators, music coordinators and teachers.

- b) From ticket bookings via Ticket Tailor for our family concerts. If you opt in to provide contact details to us, then Ticket Tailor will allow us to see these details securely. Ticket Tailor will allow us to securely download with the name you used to book tickets as well the number of tickets purchased.
- c) From our web site. If you download our free teaching resources, you register your name and contact details before the download begins.
- d) Through publicly available sources. We currently use the following public sources:
 - a. EDUBASE

5 How and Why We Use Your Personal Data

For the general public attending family concerts, your name is used by our front-of-house staff to welcome you at the door.

For schools, we will use work contact details to organise bookings and logistics for our concerts as well as perform invoicing and billing. For home schoolers attending school concerts, we will use the contact details you gave us previously (work or personal) for the same reasons.

When downloading teaching resources, we use your email address to allow you to download the resources, and we use the data to analysis the reach and success of our educational projects.

6 How Long Do We Keep Your Personal Data For?

We only retain your information for as long as is necessary for us to use your information as described above or to comply with our legal obligations. However, please be advised that we may retain some of your information after you cease to use our services, for instance if this is necessary to meet our legal obligations, such as retaining the information for tax and accounting purposes.

When determining the relevant retention periods, we will take into account factors including:

- a) our contractual obligations and rights in relation to the information involved;
- b) legal obligation(s) under applicable law to retain data for a certain period of time;
- c) statute of limitations under applicable law(s);
- d) (potential) disputes;
- e) if you have made a request to have your information deleted; and
- f) guidelines issued by relevant data protection authorities.

Otherwise, we securely erase your information once this is no longer needed.

7 Who Do We Share Your Personal Data With?

Your personal data is shared with an email marketing organisation (currently MailChimp) only if you have opted in to our mailing list.

We may also share your information with Ticket Tailor if you have contacted us by phone or email and asked us to provision tickets without you having to go to the Ticket Tailor website.

8 What Legal Basis Do We Have For Using Your Information?

Our processing is necessary for our legitimate interests in that we need the information in order to be able to provide you with services, and information about Kidenza.

9 What Happens If You Do Not Provide Us With The Information We Request Or Ask That We Stop Processing Your Information?

If you do not provide the personal data necessary or withdraw your consent for the processing of your personal data, we will not be able to offer you places at our school (for home schoolers) or family concerts.

10 What Rights Do You Have In Relation To The Data We Hold On You?

By law, you have a number of rights when it comes to your personal data. Further information and advice about your rights can be obtained from the data protection regulator in your country.

- a) The right to be informed -You have the right to be provided with clear, transparent and easily understandable information about how we use your information and your rights. This is why we're providing you with the information in this Policy.
- b) The right of access -You have the right to obtain access to your information (if we're processing it), and certain other information (similar to that provided in

this Privacy Policy). This is so you're aware and can check that we're using your information in accordance with data protection law.

- c) The right to rectification -You are entitled to have your information corrected if it's inaccurate or incomplete.
- d) The right to erasure -This is also known as 'the right to be forgotten' and, in simple terms, enables you to request the deletion or removal of your information where there's no compelling reason for us to keep using it. This is not a general right to erasure; there are exceptions.
- e) The right to restrict processing -You have rights to 'block' or suppress further use of your information. When processing is restricted, we can still store your information, but may not use it further. We keep lists of people who have asked for further use of their information to be 'blocked' to make sure the restriction is respected in future.
- f) The right to data portability -You have rights to obtain and reuse your personal data for your own purposes across different services.
- g) The right to object to processing -You have the right to object to certain types of processing, including processing for direct marketing (i.e. if you no longer want to be contacted regarding family and educational events).
- h) The right to lodge a complaint -You have the right to lodge a complaint about the way we handle or process your personal data with your national data protection regulator.
- i) The right to withdraw consent -If you have given your consent to anything we do with your personal data, you have the right to withdraw your consent at any time (although if you do so, it does not mean that anything we have done with your personal data with your consent up to that point is unlawful). This includes your right to withdraw consent to us using your personal data for marketing purposes.

We usually act on requests and provide information free of charge, but may charge a reasonable fee to cover our administrative costs of providing the information for:

- a) baseless or excessive/repeated requests, or
- b) further copies of the same information.

Alternatively, we may be entitled to refuse to act on the request.

Please consider your request responsibly before submitting it. We'll respond as soon as we can. Generally, this will be within one month from when we receive your request but, if the request is going to take longer to deal with, we'll come back to you and let you know.

11 How Will We Contact You?

We may contact you by phone, email or social media. If you prefer a particular contact means over another, please just let us know.

12 How Can You Contact Us?

If you are unhappy with how we've handled your information, or have further questions on the processing of your personal data, contact us:

- a) by calling 01732 362820; or
- b) emailing us at info@kidenza.co.uk