



Data Protection and Retention Policy

18/05/2018

Policy prepared by Wessex Harmony A Cappella Chorus herein known as Wessex Harmony

Approved by Board – 01/05/2018

WESSEX HARMONY needs to gather and use certain information about individuals in order to operate.

These can include members, employees, contractors, suppliers, volunteers, audiences and potential audiences, business contacts and other people the group has a relationship with or regularly needs to contact.

This policy describes how this data must be collected, handled and stored to comply with the General Data Protection Regulation (GDPR).

This data protection policy ensures that WESSEX HARMONY:

- Protects the rights of its members, volunteers and supporters
- Complies with data protection law and follows good practice
- Is open about how it stores and processes individuals' data
- Protects itself from a data breach

Data Protection Law

describes how organisations – including WESSEX HARMONY - must collect, handle and store personal information. These rules apply regardless of whether data is stored electronically, on paper and on other material. To comply with the law, personal information must be collected and used fairly, stored safely and not disclosed unlawfully.

WESSEX HARMONY recognizes and understands the consequences of failure to comply with the requirements of GDPR may result in:

- Criminal and civil action
- Fines and damages
- Personal accountability and liability
- Loss of confidence in the integrity of WESSEX HARMONY' systems and procedures
- Irreparable damage to WESSEX HARMONY' reputation

WESSEX HARMONY may also consider taking action where members do not comply with the **General Data Protection Regulation (GDPR) (EU) 2016/679**.

Roles and Responsibilities

This policy applies to all members, including officers, directors and board of trustees or anyone involved in the activities of WESSEX HARMONY. This policy applies to all personal and sensitive data processed on computers, stored in paper files and on other material. This can include:

- Names of individuals
- Postal addresses
- Email addresses

- Telephone numbers
- Any other personal information relating to individuals

The **General Data Protection Regulation (GDPR)** (EU) 2016/679 is a regulation in EU law on data protection and privacy for all individuals in the European Union and

WESSEX HARMONY is the Data Controller and will determine what data is collected and how it is used. The Data Protection Officer for WESSEX HARMONY is the -position-. They, together with the Board, are responsible for the secure, fair and transparent collection and use of data by WESSEX HARMONY. Any questions relating to the collection or use of data should be directed to the Data Protection Officer.

Everyone who has access to data as part of WESSEX HARMONY has a responsibility to ensure that they adhere to this policy.

Data Protection Principles

a) We fairly and lawfully process personal data in a transparent way

WESSEX HARMONY will only collect data where lawful and where it is necessary for the legitimate purposes of the group.

- A member's name, contact details and date of birth will be collected when they first join the group and will be used to contact the member regarding group membership, administration and activities. Other data may also subsequently be collected in relation to their membership, including their payment history for 'subs'. Where possible WESSEX HARMONY will anonymise this data.
- Lawful basis for processing this data: Contract (the collection and use of data is fair and reasonable in relation to WESSEX HARMONY completing tasks expected as part of the individual's membership).
- The name and contact details of volunteers and contractors will be collected when they take up a position and will be used to contact them regarding group administration related to their role. Further information, including personal financial information and criminal records information may also be collected in specific circumstances where lawful and necessary (in order to process payment to the person or in order to carry out a DBS check).
- Lawful basis for processing this data: Contract (the collection and use of data is fair and reasonable in relation to WESSEX HARMONY completing tasks expected as part of working with the individuals),
- An individual's name and contact details will be collected when they make a booking for an event. This will be used to contact them about their booking and to allow them entry to the event.
- Lawful basis for processing this data: Contract (the collection and use of data is fair and reasonable in relation to WESSEX HARMONY completing tasks expected as part of the booking),
- An individual's name, contact details and other details may be collected at any time (including when booking tickets or at an event), with their consent, in order for WESSEX HARMONY to communicate with them about and promote group activities.
- Lawful basis for processing this data: Consent (see 'How we get consent')

b) We only collect and use personal data for specific, explicit and legitimate purposes and will only use the data for those specified purposes

When collecting data, WESSEX HARMONY will always provide a clear and specific privacy statement explaining to the subject why the data is required and what it will be used for.

c) We ensure any data collected is relevant and not excessive

WESSEX HARMONY will not collect or store more data than the minimum information required for its intended purpose.

WESSEX HARMONY needs to collect telephone numbers/email addresses from members in order to be able to contact them about group administration and activities.

d) We ensure data is accurate and up-to-date

WESSEX HARMONY will ask members and volunteers to check and update their data on an annual basis. Any individual will be able to update their data at any point by contacting their club Membership Secretary in the first instance and then the Data Protection Officer.

e) We ensure data is not kept longer than necessary

WESSEX HARMONY will keep records for no longer than is necessary in order to meet the intended use for which it was gathered (unless there is a legal requirement to keep records).

The storage and intended use of data will be reviewed in line with the WESSEX HARMONY Data Protection and Retention Policy. When the intended use is no longer applicable (e.g. contact details for a member who has left the group), the data will be deleted within a reasonable period.

f) We keep personal data secure

WESSEX HARMONY will ensure that data it holds is kept secure.

- Electronically-held data will be held within a password-protected and secure environment.
- Passwords for electronic data files will be re-set each time an individual with data access leaves their role/position.
- Physically-held data (e.g. membership forms) will be stored in a locked cupboard.
- Keys for locks securing physical data files should be collected by the Data Protection Officer from any individual with access if they leave their role/position. The codes on combination locks should be changed each time an individual with data access leaves their role/position.
- Access to data will only be given to relevant trustees/Board members/contractors where it is clearly necessary for the running of the group. The Data Protection Officer will decide in what situations this is applicable and will keep a master list of who has access to data.

g) Transfer to countries outside the EEA

WESSEX HARMONY will not transfer data to countries outside the European Economic Area (EEA), unless the country has adequate protection for the individual's data privacy rights.

Individuals' Rights

When WESSEX HARMONY collects, holds and uses an individual's personal data, that individual has the following rights over that data. WESSEX HARMONY will ensure its data processes comply with those rights and will make all reasonable efforts to fulfil requests from an individual in relation to those rights.

Individuals' rights

- *Right to be informed:* whenever WESSEX HARMONY collects data it will provide a clear and specific privacy statement explaining why it is being collected and how it will be used.
- *Right of access:* individuals can request to see the data WESSEX HARMONY holds on them and confirmation of how it is being used. Requests should be made in writing to the Data Protection Officer and will be complied with free of charge and within one month. Where requests are complex or numerous this may be extended to two months.
- *Right to rectification:* individuals can request that their data be updated where it is inaccurate or incomplete. WESSEX HARMONY will request that members, volunteers and contractors check and update their data with their club Membership Secretary on an annual basis. Any requests for data to be updated will be processed within one month.
- *Right to object:* individuals can object to their data being used for a particular purpose. WESSEX HARMONY will always provide a way for an individual to withdraw consent in all marketing communications. Where WESSEX HARMONY receives a request to stop using data, WESSEX HARMONY will comply unless it has a lawful reason to use the data for legitimate interests or contractual obligation.
- *Right to erasure:* individuals can request for all data held on them to be deleted. The WESSEX HARMONY Data Retention Policy will ensure data is not held for longer than is reasonably necessary in relation to the purpose it was originally collected. If a request for deletion is made, WESSEX HARMONY will comply with the request unless:
 - There is a lawful reason to keep and use the data for legitimate interests or contractual obligation.
 - There is a legal requirement to keep the data.
- *Right to restrict processing:* individuals can request that their personal data be 'restricted' – that is, retained and stored but not processed further (e.g. if they have contested the accuracy of any of their data, WESSEX HARMONY will restrict the data while it is verified).

Though unlikely to apply to the data processed by WESSEX HARMONY, we will also ensure that rights related to portability and automated decision-making (including profiling) are complied with where appropriate.

Member to Member Contact

WESSEX HARMONY only shares members' data with other members with the subject's prior consent. However, as a membership organisation WESSEX HARMONY encourages communication between members.

To facilitate this:

- Members can request the personal contact data of other members in writing via the Data Protection Officer or Membership Secretary. These details will be given, as long as they are for the purposes of

contacting the subject (e.g. an email address, not financial or health data) and the subject has consented to their data being shared with other members in this way.

- A printed directory containing contact information for the WESSEX HARMONY Board and Committees and contact information for each Member Club's committee is available. The directory is updated and published annually.

How we get consent

WESSEX HARMONY will regularly collect data from consenting supporters for marketing purposes. This includes contacting them to promote other Member Club's activities, fundraising and other organisations activities relating to music.

Any time data is collected for this purpose, WESSEX HARMONY will provide:

- A method for users to show their positive and active consent to receive these communications (e.g. a 'tick box')
- A clear and specific explanation of what the data will be used for (e.g. 'Tick this box if you would like WESSEX HARMONY to send you email updates with details about other Member Club's activities, fundraising and other organisations activities relating to music.)
- Data collected will only ever be used in the way described and consented to (e.g. WESSEX HARMONY will not use email data in order to market 3rd-party products unless this has been explicitly consented to).
- Every marketing communication will contain a method through which a recipient can withdraw their consent (e.g. an 'unsubscribe' link in an email). Opt-out requests such as this will be processed within 14 days.

Cookies on the WESSEX HARMONY website

WESSEX HARMONY does not use cookies on its website, www.wessexharmony.com.

A cookie is a small text file that is downloaded onto 'terminal equipment' (e.g. a computer or smartphone) when the user accesses a website. It allows the website to recognise that user's device and store some information about the user's preferences or past actions.

Data Retention Policy

Introduction

This policy sets out how WESSEX HARMONY will approach data retention and establishes processes to ensure WESSEX HARMONY does not hold data for longer than is necessary.

It forms part of WESSEX HARMONY Data Protection Policy.

Roles and responsibilities

WESSEX HARMONY is the Data Controller and will determine what data is collected and how it is used. The Data Protection Officer for WESSEX HARMONY is the Web Admin. They, together with the Board are responsible for the secure, fair and transparent collection and use of data by WESSEX HARMONY. Any questions relating to the collection or use of data should be directed to the Data Protection Officer.

Regular Data Review

A regular review of all data will take place to establish if WESSEX HARMONY still has good reason to keep and use the data held at the time of the review.

As a general rule a data review will be held every 2 years and no more than 27 calendar months after the last review. The first review will be completed by 18/05/2018.

Data to be reviewed

- WESSEX HARMONY stores data on digital documents (e.g. spreadsheets, databases) stored on personal devices held by Board members.
- Data stored on third party online services (e.g. Dropbox).
- Physical data stored at the homes of Board members.

Who the review will be conducted by

The review will be conducted by the Data Protection Officer with other Board members to be decided upon at the time of the review.

How data will be deleted

- Physical data will be destroyed safely and securely, including shredding.
- All reasonable and practical efforts will be made to remove data stored digitally.

Criteria

- Priority will be given to any instances where data is stored in active lists (e.g. where it could be used) and to sensitive data.
- Where deleting the data would mean deleting other data that WESSEX HARMONY has a valid lawful reason to keep (e.g. on old emails) then the data may be retained safely and securely but not used.

The following criteria will be used to make a decision about what data to keep and what to delete.

Question	Action	
	Yes	No
Is the data stored securely?	No action necessary	Update storage protocol in line with Data Protection policy
Does the original reason for having the data still apply?	Continue to use	Delete or remove data
Is the data being used for its original intention?	Continue to use	Either delete/remove or record lawful basis for use and get consent if necessary
Is there a statutory requirement to keep the data?	Keep the data at least until the statutory minimum no longer applies	Delete or remove the data unless we have reason to keep the data under other criteria.
Is the data accurate?	Continue to use	Ask the subject to confirm/update details
Where appropriate do we have consent to use the data? This consent could be implied by previous use and engagement by the individual.	Continue to use	Get consent
Can the data be anonymised?	Anonymise data	Continue to use

Statutory Requirements

Data stored by WESSEX HARMONY may be retained based on statutory requirements for storing data other than on data protection regulations. This might include but is not limited to:

- Records of Gift Aid declarations
- Details of payments made and received (e.g. in bank statements and accounting records)
- Trustee meeting minutes
- Contracts and agreements with suppliers/customers
- Insurance details

Other Data Retention Procedures

Member data

- When a member leaves WESSEX HARMONY and all administrative tasks relating to their membership have been completed, any potentially sensitive data held on them will be deleted – this might include bank details.
- Unless consent has been given, data will be removed from all email mailing lists.
- All other data will be stored safely and securely and reviewed as part of the next two-year review.

Mailing list data

- If an individual opts out of a mailing list their data will be removed as soon as is practically possible.

- All other data will be stored safely and securely and reviewed as part of the next two-year review.

Volunteer and freelancer data

- When a volunteer stops working with WESSEX HARMONY and all administrative tasks relating to their work have been completed, any potentially sensitive data held on them will be deleted – this might include bank details
- Unless consent has been given data will be removed from all email mailing lists
- All other data will be stored safely and securely and reviewed as part of the next two-year review

Other data

- All other data will be included in a regular two-year review. This policy will be kept under review.