

## PRIVACY NOTICE

Cambridge Summer Music Festival is committed to protecting your personal information. It's your information, and we respect that. We also want to maintain the trust and confidence of every one of our members, partners and supporters, as well as each visitor who uses the Cambridge Summer Music Festival website or attends our concerts.

Our Privacy Notice gives you detailed information on when and why we collect your personal information, how we use it and how we keep it secure.

- We respect your contact data.
  - We will store it securely.
  - We will never share it with anyone else.
  - We will delete it when you ask us to.
  - We won't contact you if you ask us not to.

Cambridge Summer Music Festival Ltd (CSMF) is a registered company limited by guarantee and a charity based in the UK. We run an annual music festival and some other concerts in Cambridge and surrounding areas. (Company limited by guarantee, number 3475445, Registered Charity number 1068417.)

### **How we collect information about you**

If you are a CSMF Friend then we collect information from you, including your name, address, email address, level of donation, bank details which is varyingly available to the CSMF Trustees and staff. For those who are not Friends we collect your information when you decide to interact with us. This could include purchasing tickets online, over the phone or in person or it could be when you sign up to receive information from us or visit our website (see information on website cookies below).

### **The types of Information we collect**

We only collect the information that's necessary to carry out our business, provide the particular service you've requested and to keep you informed.

CSMF undertakes to treat this information in a secure, careful and professional manner and to comply with the following:

- The right to be informed – when you agree to receive information, we will tell you what that is.
- The right of access – we will tell you what data we hold about you, on request.
- The right to rectification – when you tell us what we hold on you is in error, we will correct it.
- The right to erasure – we will remove what data we hold on you – see below for exceptions.
- The right to restrict processing – we will reduce the information we send you, on request.
- The right to object – we will take your objections seriously and take all reasonable action to address your concerns.

When CSMF is organising an event, looking for new partners, seeking advice, and generally carrying out the work of the organisation, we will be using all the research tools at our disposal to approach relevant new contacts previously unknown to us. CSMF undertakes to do this in a professional manner and to treat that business data with the same security and care as we do with all data that we hold. We consider these contacts to be of 'Legitimate Interest' to CSMF.

### **Why we collect your personal information and how we use it**

The information we hold on you will be used in a number of ways. Here are the main ones, to:

- provide a service you have requested;
- inform you of events or updates you've asked for;
- contact you if we need to obtain or provide additional information;
- ask whether you are willing to become a Friend of CSMF; or
- if you are already a Friend, remind you about special events and renewals of your subscription.

### **How we handle your information and other organizations**

CSMF will never share, sell, rent or trade your personal information to any third parties, unless we are required to through a legal process or have received your specific consent.

Some of our service providers may have access to your data in order to perform services on our behalf – payment processing is a good example of this. We make sure, as far as we are able, that anyone who provides a service for CSMF meets GDPR standards for data security.

### **How we protect your data**

CSMF is committed to protecting the information you entrust to us. We adopt robust and appropriate technologies and policies, so the information we have about you is protected from unauthorized access and improper use e.g. our databases are protected by passwords known only to those authorised to use them.

### **Your choices**

You should find it easy to access and amend the information that we hold on you, or request that we stop contacting you. It's your data and we want to make sure you feel in control of it.

If you wish to amend, review or stop receiving information from CSMF, all our newsletters will have a simple unsubscribe option or you can contact us by emailing or writing using our contact details below.

### **How long will we keep your information?**

We will continually review the data that we hold and keep the information you register with us until:

- it has fulfilled its purpose; or
- you request it to be completely removed; or
- CSMF ceases to exist.

If you ask us to remove all your information, we will still keep a skeleton record to show us that we have complied with your wishes. There may be other reasons that we cannot completely comply with your request such as recording a purchase, but we will fully disclose why this is.

### **The CSMF Website and our use of cookies**

"Cookies" are small files which your web browser transfers to your computer when you visit a site, and which then report back to the website when you visit that website again. They are widely used to make websites work, or work more efficiently, as well as providing information to the owners of the site. Like many website providers, we use cookies to help us monitor the use of the CSMF website. Because some features of our site use JavaScript, we use a has\_js cookie so we can give you the best possible experience, if you have JavaScript enabled. We then use Google Analytics to aggregate the cookie activity and report back to us on traffic to our website, including which web-pages are the most often-visited. Read more about the Google Analytics privacy policy here: <https://privacy.google.com/businesses/compliance>.

### **How we protect your privacy**

We do not engage in any marketing or advertising practices using cookies which identify you or your computer and we never share personally identifiable information with those outside of our business. We share anonymised website usage information with Google Analytics as above.

### **Disclosure of your information:**

We may disclose information in special cases when we have reason to believe that disclosing this information is:

- reasonably necessary to comply with the law
- necessary to protect our rights and those of our users

### **How you can manage your privacy**

Although using cookies helps us to improve our site, you do not need to accept our cookies in order to access our website. The majority of web browsers allow some control of cookies.

This notice was updated on 22<sup>nd</sup> May 2018. It may be updated further to take into account changes at CSMF or, for example, to reflect changes to regulation or legislation.

For further information on your rights, our obligations, exceptions and other aspects of the GDPR, please consult <https://ico.org.uk/>, the web-site of the Information Commissioner's Office.

### **CSMF Contact Details:**

Cambridge Summer Music Festival Ltd, 45 St Barnabas Road, Cambridge CB1 2BX, United Kingdom

**Email: [info@cambridgesummermusic.com](mailto:info@cambridgesummermusic.com)**