



The Suffolk Organists' Association (SOA) Privacy Notice

The Suffolk Organists' Association ("we") promise to respect the confidentiality of any personal data you share with us, or that we have access to, to keep it safe. We will always take every effort to protect your privacy.

We will always be clear how, when and why we collect and process your information; we promise we will never do anything with your details that you wouldn't reasonably expect.

Developing a better understanding of our members and donors is crucial, and your personal data allows us to manage your membership and provide the services you are entitled to.

It is expected that SOA officers may also process member personal data on behalf of the SOA and they too will also be bound by this privacy notice.

We collect information in the following ways:

When you give it to us DIRECTLY

There are many ways you may give us your information. For example, when you join as a member, make a donation or communicate with us either by phone, in writing, including email or in person. We are responsible for your data at all times.

When you give it to us INDIRECTLY

Your information may be shared with us by independent organisations. This is very rare. These independent third parties will only share your information when you have consented. You should check their Privacy Notice when you provide your information to understand fully how they will process your data.

Via Social Media

Depending on your settings or the privacy notices for social media and messaging services like Facebook, WhatsApp, LinkedIn or Twitter, you might give us permission to access information from those accounts or services.

Via information available publicly

This may include information found in places such as websites, Companies House and information that has been published in articles/newspapers.

Cookies

Unlike most websites, we do not use "cookies".

What personal information we collect and how we use it

We will only ever capture the minimum amount of information that we need to in relation to your membership, donation or services we provide to you and we promise to keep your information secure.

The personal data we will usually collect is:

- Your name
- Your contact details
- Your subscription record
- Details of your service with the SOA
- Details of your musical engagement e.g. where you play the organ regularly

- Your bank or credit card details (as relevant to the service provided)

Where it is appropriate, we may also ask for additional information

How we will use your data

We will use your personal data for the legitimate interest of conducting the business of the Association. These might include:

- Administering your membership or donation, including processing Gift Aid
- Providing you with the services, products or information you asked for
- Communicating organisational messages and information to members
- Facilitating any conference, training seminars, meetings and other special event planning
- Supporting newsletters and the Journal
- Supporting the Incorporated Association of Organists (IOA)
- Preparation of SOA directories
- Communicating with other organisations similar to the SOA
- Appointments to committees and other assignments within the SOA
- Presenting our website and its contents to you and to allow you to participate in interactive features on our website
- Keeping a record of your relationship with us
- Understanding how we can improve our services or information
- In any other way we may describe when you provide the information
- For any other purposes with your consent

Sensitive information

We do not collect any personal information on members classified as 'sensitive' under GDPR.

Employees

We do not have employees.

CCTV, Recording Telephone Calls

As an association we do not use CCTV or make recordings of telephone calls

Data Sharing

1) Our service/host providers

In the course of our legitimate activities, there may be a need for us to share, or give access to, your personal data to third parties that provide us with services or host our applications. We will ensure that data processing agreements, compliant to GDPR, are in place before sharing with, or giving access to, your data with any of our service/host providers.

2) Sharing within the SOA organisation

When you give information to us it will be shared within the organisation to facilitate your membership or donations and to provide the service afforded to you as part of that membership/donation.

3) Sharing with third parties

We will never commercially sell your personal data to anyone else.

We will only ever share your personal data in other circumstances, not listed above, if we have your explicit and informed consent at the time of collection. However, we may need to disclose your details if required to the police, other agencies, for example HMRC, regulatory bodies or our legal advisors.

How we keep your information safe and who has access to it

We do our best to ensure that there are appropriate physical and technical controls in place to protect your personal details.

Information that we hold is only accessible by appropriate member of the SOA.

We have a duty to report certain types of personal data breaches to the relevant supervisory authority, and where feasible, we will do this within 72 hours of becoming aware of the breach. If a breach is detected and likely to result in a high risk of adversely affecting you, we will inform you without undue delay.

Where we store your information

Your personal information will be hosted as securely as possible within the UK by officers of the SOA.

How long we retain your information and how we keep it up to date

We will only keep your information for as long as we need it to assist you with your enquiry, process your membership, donation or other services associated to your SOA membership. There are statutory timescales on how long we should keep your information, for example, gift aid transactions must be retained indefinitely, financial records must be kept for 7 years, information associated with Health & Safety for three years after an event. We shall delete your information according to these statutory limits, or according to guidance issued by the Information Commissioner.

Individual members are responsible for keeping their own personal data up to date with the SOA. In addition, where necessary, we will keep your information accurate and up-to-date.

Your rights

The General Data Protection Regulations gives you certain rights and these are listed below for your convenience, further clarification of your rights is available on the Information Commissioners website <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

- You have a right to be informed when your personal data is being collected, what is collected and how it will be used or shared.
- You have a right of access to your personal data: the right of access allows you to be aware of and verify the lawfulness of the processing of your personal data. You can request a copy of the information which we hold on you. This information will be provided free of charge, unless the request is found to be manifestly unfounded or excessive then a reasonable fee will be charged. The application should be made in writing, by letter or email, and addressed to the Secretary of the SOA, enclosing two proofs of identification.
- You have a right in certain circumstances to have inaccurate personal data rectified, blocked (restrict processing), erased (right to be forgotten), or destroyed.
- You have a right in certain circumstances to object to the processing of your personal data for such reasons as direct marketing, automated decision making, profiling; although we can confirm we make no decisions on you using an automated process.
- You have a right in certain circumstances to data portability.

In certain situations, these rights may not apply, for example if you are a valid member of the SOA we will need to communicate with you about your membership and those services afforded to you as part of that membership, in which case you will not be able to unsubscribe from these communications.

You can opt out of our general member mailings at any time.

Finally, if you are unhappy with how we have processed your information, you have the right to lodge a complaint with the Office of the Information Commissioner, contact details below.

Changes to this privacy notice

We may change this privacy Notice from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on our website or by notifying you directly.

Our contact details

SOA Secretary

Preferred contact details

Complaints

If you are unhappy with how we have processed your personal information, please firstly contact the SOA Secretary, details above. If you are still unhappy you may contact the following:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline: 0303 123 1113 (local rate) or ++44 1625 545 745

Suffolk Organists' Association.

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