

Privacy Policy

Vivat Music Foundation and The King's Consort

Vivat Music Foundation ['Vivat'] is a registered charity whose aims are to advance the education of the public in the art and science of music and in particular of historically aware musical performance, by the presentation of concerts, recitals and lectures, publication of materials and other activities. Vivat's performing ensemble is The King's Consort, whose renowned orchestra and choir, founded in 1980, gives concerts, broadcasts and performs worldwide. Our recording label is called Vivat.

Our offices are The Old Rectory, Alpheton, Suffolk CO10 9BT. Vivat is a Registered Charity (no. 1135251) and Registered Company in England and Wales limited by guarantee (no. 7149999). Vivat Music Foundation is governed by a Board of Trustees. The officer responsible for data ('data controller') is Robert King, Artistic Director, who reports to the Trustees. The Trustees regularly review Vivat's Data Protection and Privacy Policy.

Our Privacy Policy is divided into eight areas:

1. Introduction
2. Fundraising: friends, supporters and donors
3. Marketing: audiences, ticket-buyers and purchasers of Vivat merchandise
4. General administration: performers, staff and suppliers
5. Credit and debit card details
6. Vivat's responsible approach to email
7. Cookies
8. How to complain

1. Introduction

Your Data

We are committed to protecting your personal information and being transparent about what we process, how we do so, and why we do so. This Privacy Policy explains how we collect and process the data which you give us. In accordance with Article 5 of the General Data Protection Regulation (GDPR) (EU) 2016/679 we commit to the key GDPR principles of data privacy and security. This means that we will:

- process your data lawfully, fairly and in a transparent manner;
- collect your data for specified, explicit and legitimate purposes only and will not process your data further in a manner that is incompatible with those purposes;
- process only such data that are adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- ensure that your data are accurate and, where necessary, kept up to date;
- take every reasonable step to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;

- not process your data for longer than is necessary for the purposes for which they were held;
- keep your data appropriately secure, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage;
- inform you and the Information Commissioner in the event of any data breach;
- ensure that you are appropriately informed about our data processing and support your rights and interests in how that data is processed;

All our activity aims to be compliant with the GDPR and the Privacy and Electronic Communication Regulations PECR (2003) to ensure that we do not obtain, process, store or exchange data unlawfully.

We will cooperate with duly-authorized law enforcement agencies, as required by law.

2. Fundraising: friends, supporters and donors

Vivat develops and manages relationships with our supporters and donors. We aim to raise funds to support the work of the charity.

What data do we process?

We will process your personal data only for specified purposes in order to provide you with an efficient and personalised service. We seek to ensure that all personal data is adequate and relevant to that purpose.

For friends, supporters and donors we collect the following data:

- name, address, phone number or email address; this information, provided by you, enables us to contact you about our events and activities, which in turn allows you to show interest in or support such activities;
- information regarding your relationship with Vivat, including events you have attended, donations you have made and communications you have had with us;
- details of any donation you may have made to Vivat, including how it was received (e.g. cheque, direct debit, CAF, PayPal, BigGive, online etc), date of receipt and whether Gift Aid is applicable. We then use stored contact details to thank you appropriately and steward any donation you make.

What do we use your data for?

We use your data to:

- fulfil our obligations to our supporters to acknowledge your gift and agreed stewardship activities;
- administer donations or payments for concert tickets or other events;
- keep you updated with Vivat activities that are relevant to you, such as forthcoming concerts and events, and the issuing of new recordings;
- offer you opportunities to engage further with our activities;
- fundraise further on behalf of Vivat;
- administrate Gift Aid claims;

How do we store your data?

Your data will be kept confidential. Personal data is always stored on password protected computers only available to members of staff with a login. Personal data on hard copy is securely stored: our offices when unattended are fully alarmed. Our offsite back-up is supplied and managed by a specialist secure provider. We also may store bank and other payment details in secure systems as appropriate.

What is the lawful basis for processing your data?

Current and former supporters

We rely on legitimate interest when processing information relating to current supporters and recent former supporters.

New or prospective supporters

For new or prospective supporters, we will rely on an individual's consent sought within a reasonable period of time.

How long do we retain your data?

The personal data we collect are evaluated annually to determine whether they are current and still need to be held. There may be legal requirements that require us to retain your data e.g. tax regulations and the Charities Act 2011. If you do not respond to communications from us for five years, we will not contact you again unless you re-activate your engagement with us.

How do you opt out?

In accordance with Data Protection Law, you have a choice about whether you want to receive information about our fundraising activities, and by which channels (e.g. telephone, email, post). Every effort will be made to contact you using your preferred contact method and to limit the frequency of non-personalised communications.

You may opt-out from receiving correspondence from Vivat at any time using any of the methods outlined in section 8 below.

What are your rights?

You have the right to:

- request a copy of the information we hold about you;
- update or amend any incorrect information we hold about you;
- ask us to stop processing your personal data and/or to remove it from our records;
- change your communication preferences;
- raise a concern regarding how your information is being used;
- make a complaint at any time by contacting Vivat using any of the methods in section 8 below;
- lodge a complaint relating to the use of your personal data with the Information Commissioner's Office.

If you have any questions or comments about Vivat's Privacy Policy please contact us using any of the methods contained in section 8 below.

3. Marketing: audiences, ticket-buyers and purchasers of Vivat merchandise

Vivat is committed to protecting your privacy and personal information. We will never sell your data to a third party. We want to communicate with you about what we do in a manner that you will find appropriate, timely and respectful. We also want to provide you with the best possible service so that your enjoyment of our artistic activity is as good as it can be. To do this we use data that we have stored about you. When you purchase merchandise (recordings, sheet music etc) we use the information you provide to handle these orders, deliver the product(s), process payments, and communicate with you about orders, products and special offers. We may also use this information to improve, prevent or detect fraud or abuses of our website. Delivery of certain aspects of our merchandising (notably purchase of CDs and downloads) is handled by our contracted third party providers, DPD, who maintain the highest standards of data protection.

What data do we process?

Vivat collects the following data:

- information about previous events you have booked with us, as well as any preferences you may have told us about (e.g. specific seating in concert halls etc);
- information about recordings, printed sheet music or other products you have purchased from us;
- name, postal and/or email address, phone number and payment details;

these data are collected when you subscribe to our email or mailing list, purchase a ticket or merchandise (recording, printed sheet music etc) or sign up to one of our events.

How we obtain your data

We process the data which you provide when booking tickets or purchasing merchandise.

Other events & venues

When booking directly with venues (such as Wigmore Hall) or festivals, your information will be processed by that venue or promoter in accordance with their own privacy policies. We do not receive data from these venues.

Booking tickets directly through our office

If you book and pay for tickets directly through our office (a service open to our supporters) and your payment is by card, the processing of your payment is covered by section 5. If you pay by bank transfer or cheque, your transaction is covered in section 2.

Joining our email list

When you consent to joining our email list, your email address will be held on our email marketing database that is compliant with the latest EU data protection regulations.

What do we use your data for?

We use your data to:

- provide the most efficient service for you;
- send you information, if we have your consent, about future concerts, tours, and other activities which may be of interest (for instance, the release of a new recording on our Vivat recording label);
- process your purchase, where applicable;

We will not disclose any information which you give us to any third parties, save to any party whom we may from time to time engage to perform functions relating solely to the work of Vivat and who are fully compliant with the current legislation. We will only hold such information as is required to provide the services which you have requested or to which you have consented.

How do we store your data?

Your data will be kept confidential. Personal data is always stored on password protected computers only available to members of staff with a login. Personal data on hard copy is securely stored: our offices when unattended are fully alarmed. Our offsite back-up is supplied and managed by a specialist secure provider. We also may store bank and other payment details in secure systems as appropriate.

What is the lawful basis for processing your data?

We will only send you marketing communications if we have your consent to do so.

How long do we retain your data?

The personal data we collect are evaluated annually to determine whether they are current and still need to be held. There may be legal requirements that require us to retain your data e.g. tax regulations and the Charities Act 2011. If you are on our email or mailing list and do not respond to communications from us for five years, we will not contact you again unless you re-activate your engagement with us.

How do you opt out?

Any consent which you have given for the use of your information may be withdrawn at any time, either by clicking the unsubscribe link in any email which you have received, or by contacting us using any of the methods outlined in section 8 below

What are your rights?

You have the right to:

- request a copy of the information we hold about you;
- withdraw any consent which you have given relating to your personal data;
- update or amend any incorrect information we hold about you;
- ask us to stop processing your personal data and/or to remove it from our records;
- raise a concern regarding how your information is being used;
- make a complaint at any time using any of the methods outlined in section 8 below;
- lodge a complaint relating to the use of your personal data with the Information Commissioner's Office.

4. General administration: performers, staff and suppliers

We collect information about musicians, contractors (e.g. agents, promoters, suppliers) and staff, freelance and/or contracted, for administrative and management purposes only. We retain and process it so that we can run our organisation and manage our relationship with you effectively, lawfully and appropriately.

We must also process your personal data in order to comply with contractual and legal obligations, pursue the legitimate interests of our organisation, and protect our legal position in the event of legal proceedings.

If you do not supply this data we may be unable in some circumstances to comply with our obligations. If this is the case we will tell you about the implications of that decision.

What data do we process and what do we use it for?

There are a number of areas of activity where we process data for players, suppliers and staff. We collect the following for general administrative purposes:

- Company name (where relevant);
- Email address;
- Website (where relevant);
- Postal address;
- Telephone number(s);
- Bank details (for payment only);
- Instrument played (where relevant);
- Date of birth;
- National Insurance number;
- Tax/VAT number;
- Tax residence and status;
- Nationality.

For administration of touring and logistics, we collect:

- passport details (including if necessary photocopies of main and visa pages);
- details of instrument(s);
- previous travel history;
- dietary requirements.

For general artistic administration, we collect:

- biographical profile information;
- photographs;
- relevant filmed material.

For ongoing reference, we collect:

- history of previous interactions (e.g. correspondence about fee agreements, project related information etc);
- emergency contact details;
- references created at your request for employment or other purposes.

For performers or management/administrative staff requesting work with Vivat we collect:

- name, address, telephone number, email address, website;
- work profile information and history;
- references;
- any other relevant information given to us by candidates whose stated interest is to gain work with us.

For governance we collect:

- Information about trustees (e.g. photo ID, name, address, contact details, details of related parties).

This information is collected in order to comply with submissions to external authorities (e.g. Companies House, the Charity Commission, auditors, banks, tax authorities)

Your data is processed by Vivat to support the activity for which you have been engaged, in particular to undertake fixing, scheduling and coordination services on your behalf in support of the activity for which you are engaged. We will only store and process your data when it is necessary to do so in order to support the activity for which you have been engaged by Vivat and will never process your data where these interests are overridden by your own interests.

How do we store your data?

Your data will be kept confidential. Personal data is always stored on password protected computers only available to members of staff with a login. Personal data on hard copy is securely stored: our offices when unattended are fully alarmed. Our offsite back-up is supplied and managed by a specialist secure provider. We also may store bank and other payment details in secure systems as appropriate.

What is the lawful basis for processing your data?

Contract

Whenever you are engaged professionally with Vivat you enter into a contract with us. In order to fulfil this contract we need to store and process your data. (e.g. we process bank details in order to pay you, we process contact details to send you schedules and to keep you informed about projects, etc).

Legitimate interest

We have a legitimate interest as an organisation in processing other data that help us administrate effectively and efficiently (e.g. visa and passport information for touring, previous correspondence and project data for future planning). In all such cases we balance interests carefully and ensure that there is no overriding prejudice to you by using your personal information in this way.

Consent

In such event that the above lawful bases are not sufficient, we would ask for your consent. We only share your data with third-party organisations in a manner that is in your interests, that you would reasonably anticipate and that is necessary to support your professional engagement with us (e.g. with promoters, agents, venues, when booking your travel, etc). We will never share your data with any other organisation without your consent.

Legal

We are legally required to share personal data relating to work done for Vivat with auditors, HMRC and (where relevant) foreign tax authorities.

How long do we retain your data?

- We are required to keep financial and most employment records for up to seven years. Some employment records need to be retained permanently.
- Passport details and previous visa information are retained for no more than ten years. This is a requirement in some visa processing.
- Where an artist has worked with us, we may need to retain contact and payment details in order to make royalty payments (e.g. for a recording or broadcast). These data will only be deleted after we are confident that no further royalty payments are due.

- We also retain contracts, schedules, concert programmes and related biographical information, including sound and audio-visual media on an indefinite basis. This information is necessary because it assists us in future artistic planning, to report on and/or make funding applications, to analyse and improve the work we do, and to maintain public records of historical value.

How do you opt out?

You are entitled to object to our processing your personal data for any or all of the purposes set out in this Privacy Policy and may do so at any time. If you wish to do so, please contact us using the methods outlined in section 8 below giving clear details of the processing and/or personal data to which your objection relates. Please note that if you decide to opt out in this way we may, in certain circumstances, not be able to comply with our obligations, and we will inform you of the possible implications of that decision.

What are your rights?

You have the right to:

- request a copy of the information we hold about you;
- update or amend any incorrect information we hold about you;
- ask us to stop processing your personal data and/or to remove it from our records;
- raise a concern regarding how your information is being used;
- make a complaint at any time by contacting us using the methods outlined in section 8 below;
- lodge a complaint relating to the use of your personal data with the Information Commissioner's Office.

5. Credit and debit card details

When you purchase physical materials or downloaded content from us using your debit or credit card, payment is handled by our third party online secure banking partners, SagePay, PayPal, CAF, The BigGive and other secure partners we may from time to time engage. Vivat does not have any access to your credit or debit card information.

6. Vivat's responsible approach to email

We have a responsible approach to email. We only send emails to addresses where we have a lawful basis for doing so and where such correspondence is fully coherent with our policies as described in this notice. We always disable or remove addresses in our database when asked to do so by our correspondents.

7. Cookies

Like most websites, we use cookies to improve the way in which we provide our services to you. By accepting the way in which we use cookies in accordance with this privacy policy when you first visit our website, you agree to our use of the information obtained in this way.

8. How to complain

If you wish to complain about any aspect of our Privacy Policy, please

- write to: Vivat Music Foundation, The Old Rectory, Alpheton, Suffolk CO10 9BT
- email: info@tkcworld.org
- phone: +44 (0)1284 826044