

Privacy Policy

Sound Resource

Last updated	25/05/18
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We want everyone who works with us to feel confident and secure in the way in which we collect, use and store personal information about them.

This Privacy Policy sets out how we collect, use and store your personal information (this means any information that identifies or could identify you).

1. Who we are

Sound Resource is an Oxfordshire based charity promoting and delivering singing for health and wellbeing. Here at Sound Resource we are committed to protecting your personal information and making every effort to ensure that your personal information is processed in a fair, open and transparent manner.

We are a "data controller" for the purposes of the Data Protection Law which came into effect from 25 May 2018. This means that we are responsible for, and control the processing of, your personal information.

For further information about our privacy practices, please contact our Data Protection Officer by emailing [**soundresourcecharity@gmail.com**](mailto:soundresourcecharity@gmail.com)

2. How we collect information about you

Everything we do, we do to ensure that we can help people access and benefit from our services. We want to make sure you receive the communications that are most relevant to you, be it through visiting our website or receiving emails, post or phone calls.

We collect information from you in the following ways:

When you interact with us directly: This could be if you ask us about our activities, register with us for training or an event, make a donation to us, ask a question about our work, or otherwise provide us with your personal information. This includes when you phone us, visit our website, or get in touch through the post, or in person.

When you interact with us through partners or practitioners working on our behalf: This could be if you access a service we may have partnered or communicated with such as a health and social care provider or other similar service.

3. Information we collect and why we use it

Personal Information

Personal information we collect includes details such as your name, email address, postal address, telephone number, as well as other relevant information you provide in communications between us. You will have given us this information when registering for a singing group, one-off workshop, training or mentoring or any of the other ways to interact with us.

We will mainly use this information:

- To provide the services or goods that you have requested.
- To update you with important administrative messages about singing groups, or other services you have requested.
- To make strong applications for further funding using statistics on how many people reached etc, ensuring the identity of the individual is kept anonymous.
- To keep a record of your donations or payments
- To keep a record of your relationship with us.

If you do not provide this information, we will not be able to update you with information about singing groups or be in touch about services you have requested.

With your separate and additional consent, we may also use your personal information:

- To contact you about our work and how you can support Sound Resource
- To invite you to participate in surveys or research.

Sensitive Personal Information

If you share your personal experience or the experiences of a friend or relative, we may also collect this health information, in particular for the purpose of evaluations and feedback to funders. If you provide us with any Sensitive Personal Information by telephone, email or by other means, we will treat that information with extra care and confidentiality and always in accordance with this Privacy Policy.

You can of course decide if you want to remain anonymous.

A special note about the Sensitive Personal Information we hold

Data Protection Law recognises that some categories of personal information are more sensitive. Sensitive Personal Information can include information about a person's health, race, ethnic origin, political opinions, sexual orientation or religious beliefs.

If you volunteer to take part in a survey you may choose to provide details of a sensitive nature.

We will only use this information:

- For the purposes of dealing with your enquiry, training, and quality monitoring or evaluating the services we provide.
- We will not pass on your details to anyone else without your express permission.

4. Legal basis for using your information

In some cases, we will only use your personal information where we have your consent or because we need to use it in order to fulfil a contract with you for example if you have requested access to our services.

However, there are other lawful reasons that allow us to process your personal information and one of those is called 'legitimate interests'. This means that the reason that we are processing information is because there is a legitimate interest for us to process your information to help us to achieve our visions and goals of improving health and wellbeing through singing.

Whenever we process your Personal Information under the 'legitimate interest' lawful basis we make sure that we take into account your rights and interests and will not process your personal information if we feel that there is an imbalance.

Some examples of where we have a legitimate interest to process your Personal information are where we contact you about our work via post, use your personal information for data analytics, conducting research to better understand who our supporters are, improving our services, for our legal purposes (for example, dealing with complaints and claims), or for complying with guidance from the Charity Commission.

5. Marketing

We will only contact you about our work and how you can support Sound Resource by phone, email or text message, if you have agreed for us to contact you in this manner.

You can update your choices or stop us sending you these communications at any time by contacting 'soundresourcecharity@gmail.com' or clicking the unsubscribe link or box at the bottom of the relevant communication sent out.

6. Sharing your Information

The personal information we collect about you will mainly be used by our staff (and Trustees) at Sound Resource so that they can support you.

We will never sell or share your personal information with organisations so that they can contact you for any marketing activities. Nor do we sell any information about your web browsing activity.

We may however share your information with our trusted partners and suppliers who work with us on or on our behalf to deliver our services, but processing of this information is always carried out under our instruction. We make sure that they store the data securely, delete it when they no longer need it and never use it for any other purposes. Some examples of where we may share your information are with our partners who help to create and send information to you to reduce our costs, with our partners who help us to signpost our services and make joint fund-raising bids.

Legal disclosure

We may disclose your information if required to do so by law (for example, to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority); or, in order to enforce our conditions of sale and other agreements.

7. Keeping your information safe

We take looking after your information very seriously. We've implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.

Unfortunately the transmission of information using the internet is not completely secure. Although we do our best to protect your personal information sent to us this way, we cannot guarantee the security of data transmitted to our site.

Our websites may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy

practices employed by other sites. Please be aware that advertisers or Web sites that have links on our site may collect personally identifiable information about you. This privacy statement does not cover the information practices of those websites or advertisers.

8. How long we hold your information for

We only keep it as long as is reasonable and necessary for the relevant activity, which may be to fulfil statutory obligations.

9. Your rights

You have various rights in respect of the personal information we hold about you – these are set out in more detail below. If you wish to exercise any of these rights or make a complaint, you can do so by contacting our data protection officer at soundresourcecharity@gmail.com. You can also make a complaint to the data protection supervisory authority, the Information Commissioner's Office, <https://ico.org.uk/>:

•**Access to your personal information:** You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making. You can make a request for access free of charge. Please make all requests for access in writing, and provide us with evidence of your identity.

•**Right to object:** you can object to our processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes. Please contact us as noted above, providing details of your objection.

•**Consent:** If you have given us your consent to use personal information (for example, for marketing), you can withdraw your consent at any time.

•**Rectification:** You can ask us to change or complete any inaccurate or incomplete personal information held about you.

•**Erasure:** You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.

•**Portability:** You can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.

•**Restriction:** You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.