

## KENTISH OPERA

### DATA PRIVACY STATEMENT

#### 1. **About this Statement**

- 1.1. This Data Privacy Statement explains when and why Kentish Opera (KO) (“we”) collects personal information about our Members, Friends and audience, how we use it and how we keep it secure and your rights in relation to it.
- 1.2. We may collect, use and store your personal data, as described in this Data Privacy Statement and as described when we collect data from you.
- 1.3. We reserve the right to amend this Data Privacy Statement from time to time without prior notice. You are advised to check our website ([www.kentishopera.com](http://www.kentishopera.com) – in the ‘Contacts’ section) regularly for any amendments (but amendments will not be made retrospectively).
- 1.4. We will always comply with the General Data Protection Regulations (GDPR) when dealing with your personal data. Further details on the GDPR can be found at the website for the Information Commissioner ([www.ico.gov.uk](http://www.ico.gov.uk)). For the purposes of the GDPR, we will be the “controller” of all personal data we hold about you.

#### 2. **Who are we?**

- 2.1. We are Kentish Opera. We can be contacted at:

Kentish Opera, 69 Kippington Road, Sevenoaks, Kent, TN13 2LN.

Email: [secretary@kentishopera.com](mailto:secretary@kentishopera.com)

#### 3. **What information we collect and why.**

- 3.1. Kentish Opera collects the name, address and email details of Kentish Opera Members.
- 3.2. Kentish Opera also collects the name and address details of Kentish Opera Friends, along with their bank standing order details.
- 3.3. Kentish Opera also collects the name, address and email details from all those audience members who purchase tickets for Kentish Opera productions if booked through the Kentish Opera Box Office. A record is also taken of the particular productions that tickets are purchased.

## Data Information, Reason for Collection and Legal Basis of Processing

| Type of information  | Purposes   | Legal basis of processing  |
|--|--|--|
| KO Member's name, address, telephone numbers, e-mail address(es).  | Managing the Member's membership of the Company.<br>Keeping Members informed of Company activities and future productions. | <b>Contract:</b> the processing is necessary to perform KO's membership contract with the individual.<br>Members may also be sent / emailed details of Company activities and future productions. The legal basis of processing this data is <b>Legitimate Interest</b> . A Legitimate Interest Assessment has been completed. |
| Friend's name, address, telephone numbers, e-mail address(es) and bank standing order details                                      | Managing the Friend's membership of the Company, and to give them details of future productions.                           | <b>Contract:</b> the processing is necessary to perform KO's contract with the individual.   |
| Audience name, address, telephone numbers, e-mail address(es), and the productions that particular audience members have attended. | To inform the past audience of future productions.   | <b>Legitimate Interest:</b> All the people in the database will have at some stage purchased tickets from the KO Box Office to see a KO production. It is therefore reasonable to assume the individuals have a legitimate interest in KO and its future productions. A Legitimate Interest Assessment has been completed.     |

### 4. How we protect your personal data

- 4.1. We have implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction.
- 4.2. Please note however that where you are transmitting information to us over the internet this can never be guaranteed to be 100% secure.
- 4.3. We will notify you promptly in the event of any breach of your personal data which might expose you to serious risk.

### 5. Who else has access to the information you provide us?

- 5.1. We will never sell your personal data. We will not share your personal data with any third parties without your prior consent (which you are free to withhold) except where required to do so by law.

## 6. **How long do we keep your information?**

- 6.1. We will hold Kentish Opera Membership personal data on our systems for as long as they are a member of the Company, and for a period of 5 years after you have ceased to be a member. We will review their personal data every year to establish whether we are still entitled to process it. If we decide that we are not entitled to do so, we will stop processing their personal data.
- 6.2. We will hold Kentish Opera Friend's personal data on our systems for as long as they are a Friend of KO, and for a period of 1 year after they have ceased to be a Friend. We will review their personal data every year to establish whether we are still entitled to process it. If we decide that we are not entitled to do so, we will stop processing their personal data.
- 6.3. We will hold audience personal data on our systems for a period of 10 years after they attended their last production. We will review their personal data every year to establish whether we are still entitled to process it. If we decide that we are not entitled to do so, we will stop processing their personal data.

## 7. **Your rights**

- 7.1. You have rights under the GDPR:
  - (a) to access your personal data
  - (b) to be provided with information about how your personal data is processed
  - (c) to have your personal data corrected
  - (d) to have your personal data erased in certain circumstances
  - (e) to object or to or restrict how your personal data is processed.
- 7.2. You have the right to take any complaints about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/> 0303 123 1113

Information Commissioner's Office Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK95AF

For more details, please address any questions, comments and requests regarding our data processing practices to our Data Protection Manager at Kentish Opera, c/o [secretary@kentishopera.com](mailto:secretary@kentishopera.com)

Approved by The Kentish Opera Council

5<sup>th</sup> March 2018

To be reviewed no later than

March 2020