

Godalming Operatic Society

Data Protection & Privacy Policies



Who we are and what we do

Godalming Operatic Society is a registered charity, no. 802888. Its Charitable Objective is:
"to educate the public in the dramatic and operatic arts, to further the development of public appreciation and taste in the said arts and in particular (but without prejudice to the generality of the foregoing) to promote public interest in and knowledge of the works of W S Gilbert and Arthur Sullivan."

Our main activity each year is a fully staged public production of a Gilbert & Sullivan operetta.

Use of personal data

The Society is a Data Controller within the UK and holds personal data on various groups of people in order to carry out its objectives. These groups are:

- **Members** Paid-up, Honorary and Life-members.
- **Young Members** Paid-up and Honorary members under the age of 18.
- **Volunteers** Non-members who help with the running of the Society.
- **Contractors** Individuals who are engaged from time to time and paid for their services.
- **Patrons** People who support the society through charitable donations.
- **Customers** Members of the public who buy tickets for our productions.

We have a specific privacy policy for each of these categories.

There will be some people who belong to more than one of these groups, e.g. some members are also patrons and some volunteers are also customers.

Data held on subjects within a particular group may be used for various purposes with different Lawful Bases.

Data Access

Any person may request to see any data held by the Society on him/her. There is no charge for such access. We encourage anyone to let us know of changes or inaccuracies in data held on them which we will correct in our records.

Updated: May 2018

Members

Members of the Society comprise paid-up members, honorary members, and honorary life members. Paid up members pay an annual subscription. Honorary membership may be granted annually by the Committee. Life membership is awarded for outstanding contribution to the Society.

Upon becoming a member, contact information including address, phone numbers and email address are recorded. Other personal information such as, but not limited to, records of subscription payments, Gift-Aid status, singing voice and costume measurements may be recorded from time to time.

In some cases, biographies of performers may be sought and stored for use in programmes and other publicity.

Personal data will be held securely and used to facilitate the Legitimate Interests of the Society in pursuit of its Charitable Objectives.

Photographs, video and audio recordings of members may be taken during productions, rehearsals and other Society events for use by the Society. This use may include publicity material, programmes, the Society web site, social media, as well as the publication and sale of DVDs, recordings, books and newsletters. Members must give their consent to their image being used for these purposes as a condition of membership.

Members will normally be added to the *GOS-members* email group, in order to receive information about AGMs and other Society business. Performing members will also be added to the *GOS-show* email group to receive information about rehearsals and productions. However, anyone can unsubscribe or ask to be removed from these groups.

Members will be asked for positive consent to be added to the *GodalmingOS* email group which is used for general news, information and comment. Since all members can post to this group, the Society has less control over the content than the other email groups, although members of the group must agree to the acceptable usage policy detailed in the members handbook. Anyone can unsubscribe from this group at any time.

The Society produces a contact list for members and contractors which includes name, address, phone numbers and email address. This is distributed to members and contractors in printed and/or electronic form. Members may request that only restricted information is included on the list. Inclusion on this list is by positive consent.

Details of members who agree to Gift-Aid on their subscriptions will be supplied to HMRC as a Legal Obligation.

Committee members

Members serving on the Committee will also be Trustees of the Society. There is a Legal Obligation to notify the Charity Commission of the names and addresses of Trustees which will be available on the Charity Commission website. Contact details of Committee members and other officers of the Society may be displayed on the Society website and in other publicity material.

Ex-members

Anyone ceasing to be a member will be removed from the *GOS-show* and *GOS-members* groups but is permitted to remain on the *GodalmingOS* group unless they choose to unsubscribe.

The Society will retain membership data of ex-members for the following reasons:

- The necessity to retain image releases for photographs and video recordings
- The need to establish that a person was a member at a particular time, should a dispute or legal action arise at a future date.
- In the case of Gift Aided subscription, to keep records for HMRC.
- To invite ex-members to reunions or similar functions.
- Archival purposes.

Ex-members may request that they are no longer contacted by the Society.

Young Members

Young Members of the Society are those under eighteen, and may either be paid-up members or granted honorary membership by the Committee. The Society has a separate Child Protection Policy and a Child Protection Officer to look after the interests of young members.

Applications for membership from anyone under eighteen must be countersigned by a parent or guardian. Contact information including address, phone number and email address is recorded for both the young member and the parent/guardian. Other personal information may include, but is not limited to, records of subscription payments, Gift-Aid status, singing voice and costume measurements and may be recorded from time to time.

In some cases, biographies of performers may be sought and stored for use in programmes and other publicity.

Personal data will be held securely and used to facilitate the Legitimate Interests of the Society in pursuit of its Charitable Objectives.

Photographs, video and audio recordings of young members may be taken during productions, rehearsals and other Society events for use by the Society. This use may include publicity material, programmes, the Society web site, social media, as well as the publication and sale of DVDs, recordings, books and newsletters. Young members and their parent/guardian must give their consent to such images being used for these purposes as a condition of membership.

Young members and/or their parents/guardians will normally be added to Society email groups. The email address used to receive data from these groups may either be that of the young member or the parent/guardian (or both) as requested on the membership form. Anyone can unsubscribe, or ask to be removed, from any of these groups.

The *GOS-members* email group is used by the Society to send information about AGMs and other Society business. The *GOS-show* email group is used by the Society to send information about rehearsals and productions.

The *GodalmingOS* email group is used for general news, information and comment. Since all members can post to this group, the Society has less control over the content than the other email groups, although members of the group must agree to the acceptable usage policy detailed in the members handbook. Positive consent is required from young members and their parents/guardians to join this group.

Performing members under sixteen

Young members, who are under sixteen on 1st September preceding a production, will need Local Authority approval to perform. In this case the Child Protection Officer will seek additional information about the young member including medical information. Sensitive information, such as medical information, will be held securely by the Child Protection Officer and only released as required by Legitimate Interest or Legal Obligation. Any information required by the Local Authority will be sent to them using secure communication. Medical and other sensitive information will be securely destroyed when no longer legitimately needed.

Ex-young members

Anyone ceasing to be a young member (and not joining as an adult member) will be removed from the *GOS-show* and *GOS-members* groups but is permitted to remain on the *GodalmingOS* group unless they choose to unsubscribe.

The Society will retain membership data of ex-young members for the following reasons:

- The necessity to retain image releases for photographs and video recordings
- The need to establish that a person was a member at a particular time, should a dispute or legal action arise at a future date.
- In order to invite young members to join as adult members when they reach 18.
- Archival purposes.

Ex-young members may request that they are no longer contacted by the Society.

Volunteers

Volunteers are unpaid non-members who assist the Society in various areas including (but not limited to) backstage, front of house, publicity, catering etc.

Personal data may be collected and stored by the Society from volunteers and may include name, contact details, areas of interest and any relevant skills and used to facilitate the Legitimate Interests of the Society in pursuit of its Charitable Objectives.

Volunteers may be added to the *GOS-show* email group, where appropriate, to keep them informed of rehearsal and production details. Volunteers can unsubscribe from this group at any time.

Rotas and signing-in sheets identifying volunteers may be distributed and displayed. Volunteers may also be credited in programmes, newsletters, books and videos.

Information on volunteers will be retained by the Society:

- The need to establish that a person was a member at a particular time, should a dispute or legal action arise at a future date.
- In order to be able to invite them to volunteer at future productions.

Ex-volunteers may request that they are no longer contacted by the Society.

Contractors

Contractors are paid a fee for their services to the Society, normally on a freelance or self-employed basis. Examples include directors, musical directors, accompanists, orchestra members and paid performers.

Personal data on contractors will be recorded and used to facilitate the Legitimate Interests of the Society in pursuit of its Charitable Objectives.

The data held will include name, address, phone numbers and email address. Biographies and photographs may be requested and stored for use in programmes and publicity.

Records will be kept of dates and times of engagement and remuneration which may be supplied to HMRC as a Legal Obligation.

In some cases, still and moving images of contractors may be taken during productions, rehearsals and other Society events for use in publicity material, including the Society web site. Video and audio recordings may be made of productions and may be made available for sale. Photographs may be published in books and newsletters. Where appropriate, contractors must give their consent to their image being used for these purposes as a condition of appointment.

The Society produces a contact list for members and associates which includes name, address, phone numbers and email address. This is distributed to members and associates in printed and/or electronic form. Where appropriate, contractors may be included on the list, in which case, their positive consent is required. Contractors may request that only restricted information is included on the list.

Contractors may, where appropriate, be included on the *GOS-show* or *GOS-orchestra* email groups unless they request not to be included.

Contractors may request to join the *GodalmingOS* email group, for which positive consent is required.

Personal data on contractors will be retained by the Society after their engagement ends:

- In order to contact them if their services are sought at a future date.
- In case of enquiries by HMRC regarding payments.
- The necessity to retain image releases for photographs and video recordings
- For invitations to reunions or similar functions.
- In case of any future dispute or legal action.
- For archival purposes.

Contractors will normally be removed from the *GOS-show* email group at the end of their engagement unless it is envisaged that they may be re-engaged in the near future. They may unsubscribe, or ask to be removed, from this group at any time.

Contractors are permitted to remain on the *GOS-orchestra* and *GodalmingOS* email groups after their engagement until they unsubscribe or ask to be removed.

Patrons

Patrons are members of the public who support the Society through charitable donation by paying an annual subscription. In most cases, patrons also buy tickets for the Society's productions, for which they benefit from priority booking.

The Society records personal data from patrons, including name, address, phone numbers and email addresses. Records are also kept of dates and amounts of subscriptions and tickets purchased. This information is stored and used facilitate the Legitimate Interests of the Society in pursuit of its Charitable Objectives.

Patrons are entitled to have their names displayed in programmes, if they opt to do so.

Patrons may sign up for Gift-Aid on their subscriptions, in which case their details will be forwarded to HMRC.

Patrons who supply an email address will be added to the *GOS-patrons* email group, in order to receive details of future productions and Society news. Patrons may unsubscribe, or ask to be removed, from this group at any time.

Where patrons choose to pay for subscriptions or tickets by credit card, the transaction will be handled by the Society Box Office and will be processed on a PCI-compliant device. Credit card merchant slips will be securely retained for six years and then destroyed.

Data will be retained on Patrons who do not renew their subscriptions:

- In order to invite them to renew.
- To keep a record of Gift-Aid contributions for HMRC purposes.

Patrons may request, through the Patrons Secretary, that they are no longer contacted by the Society.

Customers

Customers are members of the public who buy tickets for the Society's productions and events.

Personal data for customers is recorded and includes name, address, phone number and email address as well as details of tickets purchased and monies paid. These details are securely stored and processed to facilitate the Legitimate Interests of the Society.

Where customers choose to pay for tickets by credit card, the transaction will be handled by the Society Box Office and will be processed on a PCI-compliant device. Credit card merchant slips will be securely retained for six years and then destroyed.

The Society maintains a postal mailing list and an email mailing list for customers and potential customers.

Anyone who purchases tickets is added to the postal mailing list unless they opt out or request to join the email list instead. Anyone can request to be added to this list, either by contacting the Box Office or by completing a form on the Society website. Customers can ask to be removed from this list at any time by contacting the Box Office. Customers will automatically be removed from the postal mailing list within five years of last having purchased tickets.

The email list is operated using the *GOS-mailing-list* email group. This is a public group that anyone can join, either directly, by contacting the Box Office or by completing a form on our website. Customers can unsubscribe from this list at any time by following an 'unsubscribe' link in any emails received or by contacting the Box Office.

Email Groups

It is often necessary to contact specific groups of people by email for various reasons. At the same time, it is desirable to keep people's email addresses confidential and not to disclose them to either the sender or recipients of messages. We currently use "Google Groups" for this purpose. These groups require only the name and email address of the members of the group to be stored. Only managers of the group have access to these. There is strong control as to who may post to these groups and a clear mechanism for unsubscribing.

Much of the administration of the Society is done using Google Groups, thus avoiding unnecessary distribution and use of personal data.

We currently have six Google Groups:

- **GOS-Members** Used for sending messages relating to Society business, such as details of AGMs and other formal meetings to all members. Only certain nominated people may post to this group.
- **GOS-Show** Used for sending details about a current production to members and others appearing in it or associated with it. Only certain nominated people may post to this group.
- **GodalmingOS** Used for general news, information and comment. This group is open to all members, ex-members, contractors and volunteers. Any member of the group can post to it and consequently the Society has less control over the content than the other email groups. For this reason, positive consent is required to join this group. Members of the group must agree to the acceptable usage policy:

"All members of the group may post to the group, so long as the subject is likely to be of interest and relevant to other members. The groups must not be used for sending anything abusive or critical of other members. Anyone replying to a message from the group should reply just to the sender and not the entire group, unless the reply is relevant to everyone."

Anyone posting unacceptable messages may be barred from the group or have future posts moderated.

- **GOS-Patrons** Used to send messages to Patrons of the Society. Only certain nominated people may post to this group.
- **GOS-Orchestra** Used to send details of productions, rehearsals, and social events to musicians in the orchestra. Only certain nominated people may post to this group.
- **GOS-mailing-list** Used to send details of forthcoming productions to customers and potential customers of the group. Only certain nominated people may post to this group.
- **GOS-Committee** Used for communication solely between Society Committee members. Only Committee members may post to this group.