**Tunbridge Wells International Music Festival**

**GENERAL PRIVACY NOTICE AND INFORMATION ON COMMUNICATION**

Tunbridge Wells International Music Festival is committed to protecting your personal data and will use any personal or sensitive data we collect from you. In Europe, this is in line with the General Data Protection Regulations (GDPR).

**Your personal data – what is it?**

"Personal data" is any information about a living individual which allows them to be identified from that data (for example a name, photographs, videos, email address, or address). Identification can be by the information alone or in conjunction with any other information. The processing of personal data is governed by [the Data Protection Bill/Act 2017 the General Data Protection Regulation 2016/679 (the "GDPR" and other legislation relating to personal data and rights such as the Human Rights Act 1998].

**Who are we?**

This Privacy Notice is provided to you by the Tunbridge Wells International Music Festival, registered charity 1107743, operating as Tunbridge Wells Festivals Ltd, no.05117116.

The Directors of Tunbridge Wells Festivals Ltd are the data controller for your data.

**What data do we collect and what do we use it for?**

We collect data from individuals to help us plan, organise and run the day-to-day operations of the group (e.g. planning concerts or collecting subscription payments) and to promote and market the group's activities (e.g. marketing mailing lists and photography/video capture).

When you join our mailing list, become a donor or subscriber, or during your membership with us, we may need to collect some of the following information on you:

- Name
- Email address
- Phone number
- Address
- Age
- Photos/video footage

This data will be used by our admin team to manage your membership and to organise and run our activities.

If you purchase an event ticket, or merchandise, or make a donation, we need to collect data on the person making the purchase. This data will only be used for administering your booking/purchase/donation and will not be used to send you marketing/promotional messages from the group unless you sign up for our mailing list.

**Do we share your data with anyone else?**

We will never pass your details on to third parties for marketing purposes.

**Are there special measures for children's data?**

We do not knowingly collect or store any personal data about children under the age of 13.

**How long do we hold data?**

We will review all data held on individuals at least every two years and remove data where we no longer have a legitimate reason to keep it.

Where you have withdrawn your consent for us to use your data for a particular purpose (e.g. unsubscribed from a mailing list) we may retain some of your data for up to two years in order to preserve a record of your consent having been withdrawn.

**What rights do you have?**

- Under the European GDPR, you have the following rights over your data and its use:
- The right to be informed about what data we are collecting on you and how we will use it
- The right of access - you can ask to see the data we hold on you
- The right to rectification - you can ask that we update or correct your data
- The right to object - you can ask that we stop using your data for a particular purpose
- The right to erasure - you can ask us to delete the data we hold on you
- The right to restrict processing - you can ask that we temporarily stop using your data while the reason for its use or its accuracy are investigated
- Though unlikely to apply to the data we hold and process on you, you also have rights related to portability and automated decision making (including profiling)
- All requests related to your rights should be made through our Contact page. We will respond within one month.

You can find out more about your rights on the Information Commission's Office website

**Transfer of Data Abroad**

Any electronic personal data transferred to countries or territories outside the EU will only be placed on systems complying with measures giving equivalent protection of personal rights either through international agreements or contracts approved by the European Union. Our website is also accessible from overseas so on occasion some personal data (for example in a newsletter) may be accessed from overseas.

**Further processing**

If we wish to use your personal data for a new purpose, not covered by this Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

**Contact Details**

Please contact us if you have any questions about this Privacy Notice or the information we hold about you or to exercise all relevant rights, queries or complaints at:

Email: info@tunbridgewellsfestivals.co.uk

Post: The Data Controller, Tunbridge Wells International Music Festival, Goldsmiths, Eridge Road, Groombridge, Kent TN3 9NL.

You can contact the Information Commissioners Office on 0303 123 1113 or via email https://ico.org.uk/global/contact-us/email/ or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

**EMAIL MARKETING POLICY**

**You always have the option to unsubscribe**

We only send emails to you if you have explicitly requested that we do so. And we will always make it clear what information you are likely to receive from us. Our emails to you as a member of our mailing list(s) will always include an unsubscribe link (opt out). We will remove you from the list(s) as requested within one month.

You can always contact us if you have any questions about your data privacy practices or want to update your details.

**What happens to your data after you unsubscribe**

Once you unsubscribe, you will no longer receive marketing emails. However, we may still need to keep some data on file for legal compliance or record-keeping purposes. Where we may need this for auditing purposes, this could be for a maximum of 7 years.

This policy does not cover records maintained on 3rd-party ticket-booking sites, which maintain their own privacy policies.

**What personal data we collect**

Generally, we collect only your name, email address, and ticket purchasing history.

In order to optimise our marketing campaigns, we may also collect:

- **Personal data:** Email address, name, age
- **Demographic data:** Location, gender, income bracket
- **Buyer activity:** Purchase history and transaction details
- **Engagement data:** Email opens, clicks