



PRIVACY NOTICE

1. Introduction

Music at Paxton takes your privacy extremely seriously and is committed to safeguarding the information we hold that identifies you as an individual.

This Privacy Notice explains what personal data we collect about you, how and why we use it, who we disclose it to, our legal bases for doing so, and how we protect your privacy.

If you would like to speak to someone about the information we hold on you, its use and storage, please contact Elizabeth Macdonald, General Manager:

Telephone: +44 (0) 7719 702 265

Email: info@musicatpaxton.co.uk

Post: Paxton House, Paxton, Berwick-upon-Tweed, TD15 1SZ

The current Privacy Notice is effective from 07 May 2018.

2. Who is responsible for your personal data

Our Privacy Notice applies to the personal data that Music at Paxton collects and uses. References in this Privacy Notice to "Music at Paxton", "we", "us" or "our" mean Music at Paxton (a company registered in Scotland no. 305241, registered charity no. SC037392, and registered office at Paxton House, Paxton, Berwick-upon-Tweed, TD15 1SZ).

We control the ways your personal data are collected and the purposes for which your personal data are used by Music at Paxton.

We are the "data controller" for the purposes of the UK Data Protection Act 1998 (hereafter referred to as "DPA"), and General Data Protection Regulation (hereafter referred to as "GDPR").

3. Personal data we collect about you

When using the term "personal data" in our Privacy Notice, we mean information that relates to you and allows us to identify you, either directly or in combination with other information that we may hold.

Your personal data may include, for example, your name, your contact details, information on how you use our website or how you interact with us.

We will explain to you at the point of collecting the information our purposes for doing so.

4. We record personal information if you:

- subscribe to our Friends, Patrons and Benefactors scheme;
- join the Music at Paxton volunteers
- use our website;
- book tickets for our events via our booking office agent ("Hub Tickets");
- take up a position as an artist, employee or contractor of Music at Paxton;
- contact us with a request to be added to our mailing list
- contact us and leave your details for us to respond.

5. Legal bases for processing your personal information

We only collect and process personal information that is necessary to meet our business needs, and where we have a valid legal basis for doing so. Under GDPR there are six legal bases upon which we would be allowed to base our decision to collect and process your data, of which we use three:

1. 'Consent': We can process your personal information where you have given consent to the processing of your personal data for one or more specific purposes;
2. 'Contract': We can process your personal information where doing so is required to fulfil a contract between you and Music at Paxton;
3. 'Legitimate interests': We can process your personal information where we have a legitimate reason **and** we are not harming any of your rights and interests.

6. Consent

When you subscribe to our email mailing list you consent to the processing of your data for the purposes of delivering our e-newsletters to you, which we do via a third-party provider, 'Mailchimp'. We gather statistics around email open and click rates using industry standard technologies to help us monitor and improve our e-newsletter.

7. Contract

When you apply for and/or take up a position as a contractor, employee or volunteer, we use the information you provide to meet our business needs and fulfil contracts.

We use your information to:

- contact you by post, email or telephone regarding the work you undertake for us;
- process payments;
- keep our administration and financial records up-to-date and accurate.

8. Legitimate interests

We use the information you provide for a number of legitimate purposes, to enable us to give you the most appropriate information and services, and to provide the best and most secure experience.

We use your information to:

- confirm your identity to provide some services;
- contact you by post, email or telephone;
- inform you of other relevant services and benefits;
- obtain your opinion about our services, via a third-party provider, 'Survey Monkey';
- update your customer record and keep our database current and accurate

We also hold information about you so that we can respect your preferences for being contacted by us.

Our legitimate business interests do not automatically override your interests. When we process your personal information for our legitimate interests, we will consider and balance any potential impact on you and your rights under GDPR and any other relevant law.

We will not use your personal data for activities where our interests are overridden by your own, unless we have your consent or are otherwise obliged or permitted to by law.

9. Sharing your personal information

We may need to pass your information to other people and organisations that provide the service, for example, our booking office agent ("Hub Tickets") to enable priority booking for Friends, Patrons and Benefactors; our email marketing service provider ("MailChimp") to

update mailing list subscribers Friends, Patrons and Benefactors on our latest news and activities; our online survey development software provider (“Survey Monkey”) to generate audience feedback surveys which enable us to evaluate and improve our services; and our event venue (“Paxton House”) to advise of any special access and/or dietary requirements you may have. These providers are obliged to keep your details securely and use them only to fulfil your request.

We will never pass on your personal details to a third party without your explicit consent, unless legally required to do so or where permitted under the DPA or GDPR.

10. Keeping your personal information secure

We take the safeguarding of your personal information seriously and are committed to taking appropriate technical and organisational measures to protect your personal data against unauthorised or unlawful access and processing, and against accidental loss, destruction or damage to personal data.

The information that you provide to us will be held in our systems, which are located on our premises or those of an appointed third party. Our primary systems are located on UK-based servers.

Your information may also be shared with data processors in the US (e.g., Mailchimp for managing newsletters and SurveyMonkey for managing audience surveys).

We will retain your personal data for as long as we need it in order to fulfil our purposes set out in this Privacy Notice or in order to comply with the law. We will only keep your data for the purpose it was collected for and only for as long as is necessary, after which it will be deleted.

11. Requesting access to your personal data

You have a right to request access to the personal data that we hold about you.

If you would like to request a copy of your personal data, or you have questions in relation to your personal data, including requests for your personal data to be deleted, please contact Elizabeth Macdonald, General Manager:

Telephone: +44 (0) 7719 702 265

Email: info@musicatpaxton.co.uk

Post: Paxton House, Paxton, Berwick-upon-Tweed, TD15 1SZ

12. Cookies or other tracking technologies

In order to improve our services and to analyse how visitors use our website, we may use technologies, such as cookies and tracking software (“Google Analytics”). In most cases we will not be able to identify you from the information we collect using these technologies.

Cookies are small pieces of information stored by your browser on your computer's hard drive. They enable you to navigate our website and allow us to distinguish you from other users which helps to provide you with a good experience when you browse the website.

You can delete cookies if you wish; while certain cookies are necessary for viewing and navigating on our website, most of the features will still be accessible without cookies.

We use tracking software (“Google Analytics”) to monitor website traffic patterns and usage to help us develop the design and layout of the website and enhance the experience of our website users. This software does not enable us to collect any personal data.

13. Updates to our Privacy Notice

We may update this Privacy Notice from time to time and shall indicate on the web site when changes have been made. We recommend that you check the website (www.musicatpaxton.co.uk) regularly for the latest version of this Policy.

14. Contact information

Any questions, comments and requests regarding this Privacy Notice should be addressed to Elizabeth Macdonald, General Manager:

Telephone: +44 (0) 7719 702 265

Email: info@musicatpaxton.co.uk

Post: Paxton House, Paxton, Berwick-upon-Tweed, TD15 1SZ

We will endeavour to respond to you promptly.

Registered office: Paxton House, Berwick upon Tweed, TD15 1SZ

Registered in Scotland No. SC305241; Charity No. SC037392