

Dulwich Chamber Choir and Heritage Orchestras

Privacy Policy

Who we are

Dulwich Chamber Choir is a working name of the charity Heritage Orchestras. (Reg. Charity No: 327159 in England & Wales; Reg. Company no. 2024609; Reg. Address: Heritage Orchestras, Hazeldene, Pyle Gate Farm, Hartfield Road, Cowden, Edenbridge, Kent, TN8 7HE). “we” and “us” in this policy refers to Heritage Orchestras and its working names. You may email us at dulwichchch@gmail.com .

Our Commitment to Data Protection and Privacy

Your privacy is important to us and we are committed to maintaining high standards of data protection. This notice explains our information practices and the choices you can make about the way your information is collected and used. To make this notice easy to find, we make it available on our website.

This notice applies to all personal data collected by us, including personal data collected or submitted on our website.

The Information We Collect

We only collect personal data for specific purposes (for example: membership of the Choir; for circulation of information about the Choir’s activities and opportunities to support it; for hiring and remunerating accompanists, solo singers and orchestral players at our rehearsals or concerts; for claiming Gift Aid) and only such data as is necessary for the purpose for which it is collected.

We use personal data only for the purpose for which it was collected and, except as described in the paragraphs headed “audience data” below, or with the express consent of the person to whom it relates, will not use it for any other purpose or share it with a third party.

We keep data only for so long as is necessary for that purpose, unless there is a legal or regulatory requirement for us to retain the data for a longer period or we need to do so for audit or accounting purposes. Where a person has asked us to stop contacting them , we may keep their name in a “no contact” section of our database in order to ensure their request is complied with.

Where we receive a communication by email, we will use the return email address only:

- to answer the email we have received, or
- where we have a legitimate interest in using the email address or
- if it is necessary for us to use the email address in order to meet our contractual obligations

and not for any other purpose, unless the person sending the email has registered or otherwise consented to receive communications from us.

The online purchasing of tickets from Dulwich Chamber Choir is handled by a third party service provider, Eventbrite. Where we sell tickets “on the door” we may use the services of a payments provider such as Square. Except in relation to purchases of tickets for certain of our events, we do not hold any personal purchasing information on our website or on any other database.

We never use or share the personally identifiable information provided to us online in ways unrelated to the ones described above without the specific consent of the person to whom it relates.

Audience Data

We may share personal data supplied by purchasers of tickets for our events with third party agencies who provide us with audience analysis information and support. Data shared with any such agencies will be used only for audience analysis purposes and will not be used by those agencies to make contact with anyone to whom that data relates.

Deletion of Data held by us

We review the personal data we hold at regular intervals. Subject to any legal, regulatory, accounting or audit requirements or reason for us to retain the data (in which case we will retain the data only for so long as is necessary), we delete any personal data which is no longer needed for the purpose for which it was collected or where our relationship with the individual to whom it relates has ceased.

Credit card data provided to us for the purpose of buying tickets for one of our concerts or events is deleted one year after the concert or event took place.

How you can access or correct your Information or ask us to delete it

You can access any of your personal data that we have collected by requesting it via email to dulwichchch@gmail.com

Similarly, you can ask us to correct any factual errors in your personal data or ask us to delete it by email to dulwichchch@gmail.com . Corrections or deletions will be made within one month of the relevant request being received, although please note, however, that we will only be able to correct personal data if the error to be corrected and the correct information are clear from the email we receive. Where you have asked us not to contact you, your name may be retained on a “non contact” section of our database in order to ensure we comply with your request.

To protect your privacy and security, where appropriate we will also take reasonable steps to verify your identity before granting access, making corrections or deleting information.

Our Commitment to Data Security

To prevent unauthorised access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect.

Cookies

Dulwich Chamber Choir does not use cookies on its website.

How To Contact Us

Should you have other questions or concerns about these privacy policy, please send us an email at dulwichchch@gmail.com or get in touch via the form or details on our web [Contact](#) page .

Policy adopted by the Board of Heritage Orchestras on 6 August 2021.