

Chetham's

Privacy Notice
Stoller Hall

18/6/26

Author: JAR-C
Editors: PB, JAR-C
Created: 2018
Version: 18/6/26
Review: 18/6/27

Stoller Hall Privacy Notice

Introduction

You have a legal right to be informed about how Stoller Hall and Chetham's uses any personal information that we hold about you. To comply with this, we provide a 'privacy notice' to you about how we process your personal data.

This notice explains how we collect, store and use your personal data.

We, Chetham's Trading and Chetham's School of Music, Long Millgate, Manchester, M3 1SB, (01618387200) are the 'data controller' for the purposes of data protection law.

Our data protection officer is Mr. Runswick-Cole, (dpo@chethams.com).

The personal data we hold

We hold some personal information about you to make sure we can contact you and ensure that we send you the most appropriate information. If you don't give us contact details we will not be able to alert you should there be a change in the performance times or to update you on how your donation has been spent.

Personal information that we may collect, use, store and share (when appropriate) about you includes, but is not restricted to:

- Your contact details (DotDigital, integrated with Spektrix)
- Box Office (Spektrix, see Resources)
- Donations (Spektrix)
- Payments (Opayo, Level 1 payment services provider, see Resources)
- Details of promoters, artists and clients (Artifax and Sharepoint, see Resources)
- Information about your computer and about your visits to and use of this website, such as your IP address, geographical location, browser type, referral source, length of visit and number of page views. This information does not identify any individual user.
  Details of any transactions you have made when booking tickets or making donations.
- Registration details
- Subscription to our website and communications.
- Information about your time at Chetham's School of Music and your career since leaving the school (alumni only).
- Information about your capacity to support Stoller Hall and Chetham's.
  Any other information that you choose to send to us.

We may also collect, use, store and share (when appropriate) information about you that falls into "special categories" of more sensitive personal data. This includes, but is not restricted to:

- Audio and video recordings, photographs
- Network monitoring software
- CCTV footage which may be disclosed to 3rd parties such as the police, or where there is a legal interest.

Why we use this data (purposes)

We use the data listed above to:

1. get in touch with you when we need to
2. ensure we are providing a safe and secure environment
3. safeguarding and promoting your interests
4. protect and promote our interests and objectives- this includes fundraising and marketing activities. However, we will not use personal data for direct marketing purposes if you ask us not to.
5. inform us of past relationships and to improve future fundraising practices.

Use of your personal data for marketing purposes

Where you have given us consent to do so, we may send you messages by email or post promoting Stoller Hall and Chetham's events, that you might be interested in.
You can take back this consent or 'opt out' of receiving these emails and/or mailings at any time by clicking on the 'Unsubscribe' link at the bottom of any such communication, or by contacting us at BoxOffice@Chethams.com.

Use of your personal data in automated decision making and profiling

We don't currently put your personal information through any automated decision making or profiling process. This means we don't make decisions about you using only computers without any human involvement. If this changes in the future, we will update this notice in order to explain the processing to you, including your right to object to it. We will only collect and use your information when the law allows us to. We need to establish a 'lawful basis' to do this.

Lawful bases for processing your personal information

Our lawful bases for processing your personal information for the reasons listed above are for the purposes of:

- looking after student wellbeing, in accordance with the 'legal obligation' basis: we need to process data to meet our responsibilities under law as set out here: https://www.gov.uk/government/publications/keeping-children-safe-in-education--2

- contacting you for marketing and fundraising in accordance with the 'consent' basis: we will obtain consent from you to use your personal data which may include aggregated postcode data to inform future programming

- ensuring your wellbeing and safety in accordance with the 'vital interests' basis: we will use this personal data in a life-or-death situation
- monitoring your progress in accordance with the 'contract' basis: we need to process personal data to fulfil a contract with you or to help you enter into a contract with us
- contacting you in accordance with the 'legitimate interests' basis: where there's a minimal privacy impact and we have a compelling reason, including:

    - Keeping you safe and well
    - Keeping others safe and well
    - To carry out our business as an Arts venue provider
    - To carry out the terms of our contract with you
    - To tailor communications to specific groups to match them with specific events in line with our charitable purposes
    - To acknowledge donations

Where you've provided us with consent to use your information, you may take back this consent at any time. We'll make this clear when requesting your consent, and explain how you'd go about withdrawing consent if you want to.

Our basis for using special category data

For 'special category' data (more sensitive personal information), we only collect and use it when we have both a lawful basis, as set out above, and one of the following conditions for processing as set out in data protection law:

- We have obtained your explicit consent to use your information in a certain way
- We need to use your information under employment, social security or social protection law
- We need to protect an individual's vital interests (i.e. protect your life or someone else's life), in situations where you're physically or legally incapable of giving consent
- The information has already been made obviously public by you
- We need to use it to make or defend against legal claims
- We need to use it for reasons of substantial public interest as defined in legislation
- We need to use it for health or social care purposes, and it's used by, or under the direction of, a professional obliged to confidentiality under law
- We need to use it for public health reasons, and it's used by, or under the direction of, a professional obliged to confidentiality under law
- We need to use it for archiving purposes, scientific or historical research purposes, or for statistical purposes, and the use is in the public interest

For criminal offence data, we will only collect and use it when we have both a lawful basis, as set out above, and a condition for processing as set out in data protection law. Conditions include:

- We have obtained your consent to use it in a specific way
- We need to protect an individual's vital interests (i.e. protect your life or someone else's life), in situations where you're physically or legally incapable of giving consent
- The data concerned has already been made obviously public by you
- We need to use it as part of legal proceedings, to obtain legal advice, or to make or defend against legal claims
- We need to use it for reasons of substantial public interest as defined in legislation

Collecting this data

While most of the information we collect about you is mandatory, there is some information that can be provided voluntarily. Whenever we want to collect information from you, we make it clear if you have to give us this information (and if so, what the possible consequences are of not doing that), or if you have a choice. Most of the data we hold about you will come from you, but we may also hold data about you from:

- Local councils
- Government departments or agencies e.g. the NHS, DfE
- Police forces, courts, tribunals
- Artists and Promoters you have authorised to contact us
- Cookies which identify and track your browser
- Google Analytics monitors visitor information to our websites

How we store this data

We keep personal information about you while you have an active interest in Stoller Hall. We may also keep it beyond this time if necessary, such as to carry out our statutory safeguarding and data protection duties. Chetham's data storage systems are designed to minimise the amount of data collected, used and stored. The systems are also designed to keep your data as safe as possible. Any data you submit in digital or physical form including video or audio recordings will be retained, secured and disposed of in accordance with the terms of our *Data Protection (Privacy) Policy* which has regard to the *General Data Protection Regulation* (GDPR) (2016) and the *UK Data Protection Act* (2018). Our record retention schedule sets out how long we would normally keep information:

Type of data	**Retention: Year of contact + X years**
Audience and Performers	
Mailing List details	For fundraising purposes, 3 years.
Ticketing and Communications	Spektrix for 7 years after your last financial transaction, or 3 years after your last interaction (e.g. clicking an email link) whichever is the longest.
Postal Mailings	
Credit Card details	Never stored, unless you choose to save directly with Spektrix.
Donor information	Spektrix in perpetuity 3 years since last donation
Promoter/client	Seven years

We have security measures in place on our own systems to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We'll delete or dispose of your personal data securely when we no longer need it.

With whom we share data

We will not normally share personal data with anyone else without consent, but there are certain circumstances where we may be required to share your personal information with, inter alia:

- Our local authority Greater Manchester; to meet our legal obligations to share certain information with it, such as safeguarding concerns
- Government departments or agencies such as the DfE, NHS, Local Authority
- Our youth support services provider, Manchester Safeguarding Partnership
- Our regulator, ISI
- Our caterers, Sodexo
- Financial organisations
- Our auditors
- Survey and research organisations
- Health authorities
- Security organisations
- Health and social welfare organisations
- Professional advisers and consultants
- Charities and voluntary organisations
- Police forces, courts, tribunals
- Artists/promoters whose shows you have attended

Transferring data internationally

We will follow European Commission and UK GDPR adequate data safeguarding decisions about international organisations. We may share personal information about you with the following international third parties outside of the European Economic Area, where different data protection law applies:

- Microsoft
- Opayo
- DotDigital
- Google Analytics

If we need to share your data with an overseas client or third-party agent then we will ask for your explicit permission to transfer your data to them for the purposes of securing your booking or confirming other event details.

We may also seek their reassurances that their data protection policies and practice follow ICO guidelines and data protection law. If we undertake such safeguarding arrangements, we will keep a copy which you can request by contacting us.

Your Rights
How to access personal information that we hold about you

You have a right to make a 'subject access request' to gain access to personal information that we hold about you. If you make a subject access request, and if we do hold information about you, we can (unless there's a really good reason why we shouldn't such as safeguarding):

- Give you a description of it
- Tell you why we are holding and using it, and how long we will keep it for
- Explain where we got it from, if not from you
- Tell you who it has been, or will be, shared with
- Let you know whether any automated decision-making is being applied to the data (decisions made by a computer or machine, rather than by a person), and any consequences of this
- Give you a copy of the information in an understandable form

You may also have the right for your personal information to be shared with another organisation in certain circumstances but we would need your authorisation.
If you would like to make a request, please contact us (see 'Contact us' below).

Your other rights regarding your data

Under data protection law, you have certain rights regarding how your personal information is used and kept safe. For example, you have the right to:

- Say that you don't want your personal information to be used
- Stop it being used to send you marketing materials
- Say that you don't want it to be used for automated decisions (decisions made by a computer or machine, rather than by a person)
- In some cases, have it corrected if it's inaccurate
- In some cases, have it deleted or destroyed, or restrict its use
- In some cases, be notified of a data breach
- Make a complaint to the Information Commissioner's Office
- Claim compensation if the data protection rules are broken and this harms you in some way

To exercise any of these rights, please contact us at dpo@chethams.com.

Complaints

We take any complaints about our collection and use of personal information very seriously.

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concerns about our data processing, please let us know first by contacting the dpo@chethams.com. We will follow our Concerns and Complaints Policy. After completing the School's Complaints Procedures, if you feel that the outcome was unsatisfactory, then you can make a complaint to the Information Commissioner's Office (ICO):

- Report a concern online at https://ico.org.uk/make-a-complaint/
- Call 0303 123 1113

- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Contact Us

Please contact us at:

Email: BoxOffice@Chethams.com
Telephone: 0333 130 0967
Post: Box Office, Chetham's School of Music, Long Millgate, Manchester M3 1SB

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact our **data protection officer**:

Mr J Runswick-Cole

dpo@chethams.com
01618387200 extn 123

If you wish to anonymise your donations please contact:

development@chethams.com

Resources:

View Spektrix's privacy policy

View Opayo's privacy policy

View DotDigital's privacy policy

View Artifax's privacy policy

View Microsoft's privacy policy

View Google's privacy policy