



**CARLTON
OPERATIC
SOCIETY**

Privacy Policy for Junior Members of Carlton Operatic Society and their Parents/Guardians

We are Carlton Operatic Society. During your time with us, we will need to use information that we gather in relation to you for various purposes. Information that we hold in relation to you is known as “personal data”. This will include data that we obtain from you or your parents/guardians directly. We might also need to continue to hold your personal data for a period of time after you have left Carlton Operatic Society. Anything that we do with your personal data is known as “processing”.

We, at Carlton Operatic Society, are committed to protecting your personal information. This Privacy Policy relates to our use of any personal data we collect about children who apply to join Carlton Operatic Society as Junior Members, Junior Members who are cast in one of our productions and their parents/guardians. It sets out what personal data we will hold, why we process that data, who we share this information with, and your rights in relation to your personal data processed by us.

It is very important that information about you is kept safe and we will explain below how we do this.

What information do we use about you?

We will collect, hold, share and otherwise use basic personal information such as:

Your:

- Name
- Address
- Date of birth
- Gender
- Contact details
- Current school/college
- Voice type
- Past performance experience
- Musical theatre related training and qualifications
- Measurements
- Absence record
- A copy of your passport or birth certificate

We may also take photographs and video recordings of you and ask for your biography. We also have to ask you for a copy of your passport or birth certificate and a photo of you so we can apply for your performance licence (you’ll need one of these to be able to perform on stage with us).

Your parents’/guardians’/emergency contact’s:

- Name
- E-mail address
- Contact details

We may also take photographs & video recordings of you and ask for your biography.

We will also collect, hold, share and otherwise use some information about you which is special, called **'special category personal data'** and we will take extra care to make sure that this is kept safe, including:

- Any special educational needs and disability information
- Allergy information
- Dietary requirements
- Medical/health conditions

Where do we get this information from?

We collect this information from you and/or from your parents or guardians, from forms we may ask you to fill out or from email, phone or in person conversations.

How we use this information?

We will use your personal information and your parents'/ guardians' personal information for lots of reasons, including:

- for planning our auditions and responding to any of your queries in relation to these, our production or the society;
- for informing you of the outcome of your audition;
- for planning our rehearsals and any aspect of our productions;
- to apply for your performance licence so you can perform on stage with us;
- to send you details of our rehearsals and communicate with you about any aspect of our productions or your membership to the society, including contacting you about any publicity opportunities;
- to monitor your attendance at rehearsals;
- to let you know about any Carlton Operatic Social events and opportunities;
- to keep track of any payments you have made to Carlton Operatic Society;
- where you have ordered tickets through the society, processing your ticket orders;
- to support your health and well-being whilst you are taking part in rehearsals and performances;
- to keep you and everyone at Carlton Operatic Society safe and secure;
- to deal with emergencies or incidents involving you;
- to comply with any legal requirements regarding your participation at Carlton Operatic Society; and
- to compile entries in our production programmes.

Some of these things we have to do by law. Other things we do because we need to so that we can run Carlton Operatic Society.

When do we need your consent?

Sometimes we need your consent, or in other words, your permission to use your information. This includes taking any pictures or videos of you. Before we do this we will ask you (if you are 16 and over), or your parent or guardian (if you are under 16) for permission to do so.

Photos and videos

You or your parent/guardian will be asked to fill in and return our photo and video consent form as part of your registration as a new Junior Member at the beginning of your membership year. You can change your mind about this at any point during your membership year. If you do change your mind you can withdraw your permission by contacting Ella Greenwood, our data protection lead at privacy@carltonoperatic.com, or at rehearsal.

Full details of how we may use these photos and videos are included on the consent form, briefly we may use them for promotional materials, our production programmes, social media posts, our patrons' newsletters, recording rehearsals to help you learn routines, or other similar purposes.

How we use special category personal data?

We may need to use the information about you which is special (mentioned above) where there is a specific interest to do so for example health and social care purposes or to provide you with equal opportunities and treatment. We will also use this information where you have given us permission to do so.

There may also be circumstances where we need to use your information in relation to legal claims, or to protect your vital interests (to keep you from serious harm) and where you are unable to provide your consent.

How long will we hold your information?

We only store your information for as long as is required for the reason it was collected. For much of your information, this will be for the length of your membership with us and then for a period of 6 years thereafter.

Any special category data you provide us with will be destroyed following the end of our production.

If you would like to know how long we hold a particular piece of information then please let us know.

Who will we share your information with?

For the purposes set out in the 'How do we use your information?' section above, we may share your information with:

- the relevant local authorities, in order to provide you with a performance licence so you can perform on stage in our productions;
- other companies who help us run Carlton Operatic Society and our productions including, our insurance providers, IT service providers (e.g. DropBox), costumiers, printers, our accountant and legal advice provider;
- our registered chaperones; and
- specific staff members at the Theatre Royal Nottingham (for the processing of society ticket orders and our legal obligations around the risk assessment).

We will also share your information:

- to companies who need it for the establishment, exercise or defence of legal claims; or
- if we need to by law or to protect Carlton Operatic Society.

Keeping this information safe

It is very important that only people who need to use your information can see it. Carlton Operatic Society keeps your information safe by using a number of technical and organisational measures. These include password protections, restricting access to information and locking hard copy sensitive information away.

We may transfer your data outside Europe. We will only do so if this is safe and lawful. We currently use the IT service providers DropBox and Google Docs which are hosted in the USA and which are Privacy Shield certified.

Your rights

You and your parents/guardians have the right to request a copy of all the personal information we hold about you and them in a Subject Access Request. To do this, simply write to us at the address below. We will take all reasonable steps to confirm your identity before providing you with details of any personal information we may hold about you.

You also have the right to:

- object to what we are doing with your information;
- have inaccurate or incomplete information about you amended; and
- ask us to stop doing certain things with your information, or delete it, in some cases.

If you feel it necessary to do any of the above, you can speak to Ella Greenwood or email her at privacy@carltonoperatic.com. Carlton Operatic Society does not have to meet all of your requests and we will let you know where we are unable to do so.

What we ask of you

- **Keeping your information accurate and up to date.** If your or your parents'/guardians' information changes for any reason, for example if you change your name, address or contact details, **please let us know** as it is important that the information we hold about you is accurate and up to date.
- **Personal data that you provide about another person.** If you provide us with information about another person, for example, about your emergency contacts, you confirm that you have informed them of our identity and the purposes for which their personal data will be processed (e.g. for emergency contacts purposes).

Changes to this Privacy Policy

We may make changes to this Privacy Policy from time to time; for example, to keep it up to date or to comply with legal requirements. We recommend that you check this policy regularly to ensure you keep up-to-date with any changes.

How to contact us

For any questions or concerns relating to this Privacy Policy or our data protection practices, or to make a Subject Access Request, please contact Ella Greenwood, our data protection lead by email at: privacy@carltonoperatic.com.

If you are not happy with the way we have handled your question or concern, you can complain to the Information Commissioner's Office (the relevant supervisory authority in the UK) in one of the following ways:

- Write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- Or report a concern online at <https://ico.org.uk/concerns/> or call 0303 123 1113

Policy last updated: 26th October 2019