



Privacy Policy

This privacy notice was last updated on 21st January 2019.

Respecting your privacy & safeguarding your data

Central London Orchestra (“CLO”, “we”, “our”) is committed to protecting your personal information and being transparent about what information we hold. This Privacy Policy explains when and why we collect personal information, how we use it and how we keep it secure. If you have any queries about this policy please contact info@centrallondonorchestra.co.uk.

Third party links

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit

How do we collect information from you?

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

Information we collect comes directly from you. We collect information from you when you

- Join as a member
- Buy a ticket online
- Sign up to receive email updates via our mailing list
- When you communicate with us.

We also gather general information about the use of our website, such as which pages are visited most frequently. For this purpose we only use anonymous information and statistics which do not identify individual visitors.

How is your information used?

In order to operate, CLO needs to gather, store and use certain forms of personal information. This is essential for the day-to-day operations of our group (e.g. co-ordinating rehearsals, collecting membership subscriptions and administering ticket bookings).

Who has access to your information?

We do not sell personal details to third parties for any purpose and we will not share your information with third parties for marketing purposes. We take reasonable precaution to store your data securely and it is only accessible by members of the CLO committee.

If you have completed a Gift Aid declaration with us, this information will be passed to HMRC in order to process the Gift Aid claim and will be subject to [HMRC's Privacy Policy](#). If you write to us through our website this data is held by [Wix.com](#) and is subject to the [Wix privacy policy](#).

Our tickets are processed through [Wix.com](#) and Stripe.com and are subject to the [Wix privacy policy](#) and the [Stripe privacy policy](#). These details are then shared with us.

What information do we collect and why?

CLO members and players

When you join CLO, we collect and store information including your email address, gift aid declaration and home address in order to administer your membership. We will use this information to contact you regarding group membership administration and activities. We also store details of members' expected and actual attendance at rehearsals.

Players' names and contact details of non-members or previous/non-active members may be maintained by our orchestra manager with your consent, in order to invite you to play in certain concerts.

Audience Members

We need to collect data on those booking & purchasing tickets via our website to allow you to access our concert(s). This data will only be used for administering access to the concert(s) for which you have booked and will not be used to send you marketing/promotional messages from the group unless you have asked to receive this via our mailing list.

Mailing List

If you submit the mailing list form, requesting information from CLO regarding our news & events, your information will be stored by [Wix.com](#) and emailed to the CLO committee. You may unsubscribe from this list at any time (See Your Rights below).

Enquiries

If you write a message to us via the form on our website this information is held by [Wix.com](#) and emailed to select committee members so that the most suitable member of the team can respond quickly and appropriately.

How long do we keep your data?

We review all personal data at least every two years and remove data where we no longer have a legitimate reason to keep it. If you sign up to our mailing list, we will continue sending you updates until you choose to unsubscribe.

In some cases data is retained based on statutory requirements such as Gift Aid declarations and details of payments made and received.

Your rights

You have the following rights related to your personal data:

- The right to request a copy of personal information held about you
- The right to request that inaccuracies be corrected

- The right to request us to stop processing your personal data
- The right to withdraw consent
- The right to lodge a complaint with the Information Commissioner's Office or Fundraising Regulator (see <https://ico.org.uk> for more information). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

If you wish to exercise any of your rights or would like more information, please email info@centrallondonorchestra.co.uk.