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# Record Management and Privacy Policy and Procedures.

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Ratified by: Management Committee

Policy Author: **Paul Thompson**

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Next Review: July 2023

## PEOPLE WHO NEED TO KNOW ABOUT THIS POLICY

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|---|--|
| Band members                                    | Should be aware of this policy and have access to it for reference.  |
| The membership secretary                        | Should have a working knowledge of this policy, will lead on its implementation and be able to offer advice on the policy and can make recommendations for improvement and change. |
| The Trustees and executive committee            | Should have an understanding of this policy and have editorial access to it.   |
| External regulatory agencies or funding bodies. | Will have reader access to this policy by request  |

## CHANGE CONTROL DETAILS

| Version | Authors       | Changes Made      | Committee Approval date. |
|---------|---------------|-------------------|--------------------------|
| 1       | Paul Thompson | Original Document | <b>July 2020</b>         |
|         |               |                   |                          |
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## 1. Policy Statement

At Test Valley Brass personal privacy is important to us. This notice explains how we collect, store, manage, process, and protect personal information. It gives the types of information we might hold, how and where we'll use it once it's been collected, and how we will keep it safe. We'll always aim to be very clear when we ask people to share any information with us and won't do anything with it that is unexpected.

As a membership organisation, sharing information is necessary for band administrators so that TVB can function safely and efficiently, communicating as a group and knowing who to contact should things go wrong or emergencies happen.

1.1 If you want to contact us about this privacy policy, or anything to do with your data at Test Valley Brass, you can contact us by:

- Phone: Membership Secretary on: 01264 362304
- Email: [msecretary@testvalleybrass.co.uk](mailto:msecretary@testvalleybrass.co.uk)



## 2. Roles Connected with this policy.

### 2.1 Membership Secretary

2.1a The membership secretary is the key role and lead in application and monitoring of this policy. The membership secretary is a mandatory committee member and is elected annually at the AGM.

2.1b The Role of the membership secretary:

- To receive notification of new members from the group band leaders.
- To issue welcome packs and/or a welcome e-mail to new members including the parents of new junior band members.
- To maintain an up-to-date membership database accessible by the treasurer, secretary, band leaders and committee members, in line with regulation under the Data Protection act 2018 (UK implementation of GDPR). Information held should include:
  - Name
  - Address
  - Telephone
  - Email address
  - Group bands involved in
  - Emergency Contact 1
  - Emergency Contact 2
  - Instruments played
  - The membership fee/renewal status (to be populated by the treasurer when subscriptions are received).
  - A head & shoulders photograph of the member.
  - Emergency medical information regarding existing conditions.
- To remove lapsed membership details from the database after 1 year, immediately following receipt of resignation or following notification of suspension.
- To provide, as deemed appropriate, a members' contact list to helpers distributing official circulars or emails to the band where permission for such contact is granted.
- To keep one hard copy of the data for emergency purposes, within a locked filing cabinet, within a locked room.
- To sit on the committee, producing membership status updates and reports to the committee as required.
- To produce an annual membership report to the AGM.

### 2.2 Treasurer

The TVB treasurer retains a close working relationship with the membership secretary. As subscriptions are paid, the treasurer updates the member's status on the membership database, thus retaining accurate up to date figures for the membership secretary to work with.

### 2.3 Band Leaders/conductors/Musical Director

Leaders of constituent bands will keep a close working relationship with the membership secretary with two way communication about band numbers and equality



data as required. As members move between bands within the group, the band leaders will inform the membership secretary so that records are kept up to date.

### **3. How We Collect Personal Information**

The information we collect comes directly from members and with member's consent when they sign up as a member, by filling in and signing the application form. We do not gather information whilst you browse our website through cookies, or when you email us.

### **4. How We Store Personal Information**

- 4.1 Your data is managed by the Test Valley Brass Membership Secretary and is stored on a secured database with double ended encryption, hosted online by Airtable, of 799 Market St, San Francisco, California, USA. Data is collected via an online form hosted by JotForm Inc. of 111 Pine St., San Francisco, California, USA.
- 4.2 A hard copy of your personal information is kept on band premises under double lock and key to which only the band leaders, and membership secretary have access.
- 4.3 Access to the data whether hard copy or electronic is restricted to band officials who need to use it for the purposes of administering membership records, efficient management of the band and communication to band members for band purposes only.
- 4.4 If you have login access to the online database, whilst you are on a secure page of the website, your data is protected and Jotform and Airtable's systems are certificated as secure. However, we cannot guarantee the security of any information you transmit to us by email or post. Once we receive your information it will be protected by our policies and procedures. Where we have given (or where you have chosen) a password which enables you to administer the TVB site, you are responsible for keeping this password confidential and we ask you not to share your password with anyone.

### **5. Do we use cookies?**

- 5.1 Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow it) that enables the sites or service providers systems to recognize your browser and capture and remember certain information.
- 5.2 TVB do not currently use cookies but may do in the future to understand and save site visitors' preferences for future visits and compile aggregate data about site traffic and site interaction so that we can offer better experiences and tools in the future.



## 6. Third party links

TVB does not share personal information to third parties. No website links will transmit personal details to third parties.

## 7. The Types of Personal Information We Collect

7.1 We only collect personal information that is essential to our operations as a voluntary organisation and which allows us to fulfil our obligations to band members, maintain our records and accounts and to develop and promote the band.

7.2 All of the information we collect is obtained directly from you and includes:

- Prefix and Name
- Gender
- Home Address
- Telephone
- Date of Birth/Age
- Email address
- Group bands involved in
- If <18 Parent Guardian details
- Emergency Contact 1
- Emergency Contact 2
- Instruments played
- Current subscription status.
- Uniform/Band property issued
- Medical information disclosed by you.

## 8. How We Use Personal Information

8.1 The information we collect helps us to provide members with the best service we can; to better communicate with members, and to make sure no member misses out on information about our activities, engagements, events, latest updates and band news.

8.2 TVB processes personal information to fulfil a contract with you (e.g. to provide you with membership services), where we have your consent to do so, where we are legally obliged to and where there is a legitimate interest. For example, we may use your information to:

- Deliver information to you
- As an organisation, Improve the service we offer you and the public
- Contact you about what's on, membership, news and engagements.
- Create mailing lists to share information to you about activities
- To efficiently administer and renew your membership.
- To make sure any communications we send you about supporting Test Valley Brass are appropriate.

8.3 Test Valley brass will only use your data under legitimate interests.



## **9 How We Manage and Protect Personal Information**

- 9.1 We will never share your personal information with any third parties for marketing purposes, and will never share it for other purposes without your consent. We will never sell, rent or trade your personal information.
- 9.2 We'll only keep information for as long as is reasonably necessary for the purposes set out in this notice and to fulfil our legal obligations; we'll never keep information longer than we need. In most cases, unless there is a sound reason for doing so, we will only keep personal data for as long as you remain a member.
- 9.3 To fulfil our arrangement with you it's sometimes necessary for third party providers to have access to your data so that they can perform services on our behalf. We may need to share personal information with:
- Service providers who work on our behalf for the maintenance of our database services, website hosting or email delivery services.
  - Anyone who provides a service on our behalf will enter into an agreement with us and will meet our data security standards. They will only use your data for the clearly defined service that they are providing.
  - The police or a regulatory or government authority investigating illegal activities.
- 9.4 Although we will do our best to protect your personal data, we cannot guarantee the security of the data you transmit to our site as no transmission over the internet is 100% secure; any transmission of your data to us is therefore at your own risk





TEST VALLEY BRASS

## 10. Your Rights

- 10.1 You have the right to ask us to amend or stop how we use your personal information including for marketing purposes. You can do this by phoning, emailing, or in writing using the contact details below.
- 10.2 You have the right to get the information we hold on you corrected. If you have any concern about the accuracy of your personal data, or would like to view the data we hold about you, please let us know using the details in 10.5 below.
- 10.3 You have the right to be forgotten; if you would like us to remove the personal information we hold about you, please contact us using the details below. We will cancel your membership with the band and delete all the electronic data we hold on you.
- 10.4 You can request details of personal information that we hold about you by contacting the membership secretary and providing a description of the information you would like to see, together with proof of your identity. We will respond to all information requests within 28 days.
- 10.5 It is easy to access and amend the personal information that we hold on you. You can do this over the phone, via email, or using the following details:  
Phone: 07780 336521                      Email: [membership@testvalleybrass.co.uk](mailto:membership@testvalleybrass.co.uk)  
Alternatively, the membership secretary can send you a link where you can view the details we hold about you and edit any information directly.