

Cayman National Choir and Orchestra Privacy Policy and Terms & Conditions

RESPECTING YOUR PRIVACY AND SAFEGUARDING YOUR DATA

This policy was last updated on 26th May 2020.

At Cayman National Choir and Orchestra (CNCO) we are committed to protecting your privacy and taking care with any personal information that you may provide us with. This Privacy Policy describes how the CNCO collects and uses information about people who visit our website or who provide information through other contact and interactions. If you have any queries about any of the information detailed here please email caymanchoirandorchestra@gmail.com. The terms of the Policy may change, so please do check it from time to time

POLICY OVERVIEW

How do we collect information?

We will collect personal information from you when:

- you visit our website
- you make ticket bookings
- you support the CNCO as a Sponsor, Friend or Patron or through making a donation
- you sign-up to our e-newsletter
- you enquire about our activities, or events via direct emails, web forms or phone conversations
- you take part in our activities or join one of our participation groups
- your details are passed onto us by a recognised third party such as a family member, a shared service provider or a company that supports the CNCO with which you are connected
- or you otherwise provide us with personal information

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

Whenever you give us personal information, you are consenting to its collection and use in accordance with this policy, including our use of cookies (as detailed below).

What personal information do we collect?

The types of personal information collected might include name, date of birth, email address, postal address, telephone number, mobile phone number and direct debit details, or your opinions about an event, product, service, or an issue.

How do we use this information?

We will use your personal information to provide you with the services, products or information you have requested, for administration purposes, to improve our services and to further our artistic and charitable aims, including for fundraising activities. We may need to share your information with trusted service providers, associated organisations, and agents for these purposes. We may use your personal information to contact you directly about future events and how you can support CNCO through membership and donations. However, you will always be provided with the opportunity to opt out of future communications.

We may analyse your personal information and add publicly available information to create a profile of your interests, preferences and potential future donations so that we can contact you in the most appropriate way and with the most relevant information. We may use additional information about you from external sources to help us do this effectively and improve the details that we hold about you.

How to change or stop us contacting you by post, telephone, email or text message

You can change your contact preferences at any time by emailing caymanchoirandorchestra@gmail.com. Ticket buyers can also change their contact details by logging in to their account via Eventpro.ky

How to unsubscribe from Cayman Choir and Orchestra emails

If you no longer wish to receive email communications, please reply 'unsubscribe' to any of our emails, or email us direct at caymanchoirandorchestra@gmail.com to change your preferences or be removed from our lists.

Our requirements and responsibilities

The personal information we collect, process or use is treated securely and in accordance with this privacy policy, and The Cayman Islands Data Protection Law, 2017

Cayman National Choir and Orchestra is registered as a Not-For-Profit association under Section 80 (1) of the Companies Law (2013 Revision). The special requirements to be so registered are designed to ensure the Cayman Islands regime for not-for-profit associations takes due account of the anti-terrorism standards adopted by the Financial Action Task Force (FATF) and the UN Security Council. Whilst not essential to be incorporated CNC&O is registered as a company and has been since 1993.

POLICY DETAILS

What personal information do we collect and process?

You will be asked for personal information when you make an enquiry, join our Friends or Patrons, make a donation, sign up for an activity or group, or order products and services from us. Details on these interactions can be found below.

When you buy tickets from us

Our online ticketing services are provided by Eventpro.ky and they will retain your name, contact details, contact preferences and a record of the ticket details for any purchase. Eventpro.ky will keep a record of your bank or credit card details used to make the purchase. CNCO has shared access to the ticketing database and the personal information it contains, however the CNCO does not at any point see or have access to any credit card details.

Eventpro.ky's full Privacy Policy is available here: <https://eventpro.ky/privacy/>

If you buy tickets through any other means, and wish to be contacted by the CNCO in the future, you may sign up to our e-newsletter, which will add you to the CNCO mailing list, when your details will be covered by this Privacy Policy.

When you make a donation or join as a Friend or Patron

We will record details when you become a Friend or Patron or make a donation. Where you make a donation, we will keep a record of the details of the gift (amount, date, purpose) We may also ask you to provide details about your current interests and activities, and the details of your family and spouse/partner details where appropriate.

If you become a Friend or Patron or make a donation, payments will be processed via cheque or bank transfer. When you provide us with information in relation to an event that you are attending with us, we may ask you about and record your access requirements and dietary preferences.

When you take part in our activities or join one of our groups

Where we are working with you individually, or over a sustained period of time, we may need to collect additional information from you including, for example, medical details, educational attainment, details of prior artistic experience and details of any learning difficulties or special access requirements. This information will be used by our project team in order to plan and deliver the best artistic experience for you, to keep participants safe throughout their experience with us, and may be passed to emergency services for use should any emergency situation arise.

We will always seek your consent for the above at the time we collect your information. It may be necessary to share this information (e.g. in a medical context), but that will not be done without your knowledge.

When you use our website

Whenever we ask you to provide your personal information, we will let you know why we are asking, and how we will use your information, by directing you towards this notice.

We log your Internet Protocol (IP) address, in order to receive and send information from and to you over the internet. Our website also uses cookies which help us to provide you with the best experience when visiting caymanchoirandorchestra.com.

Cookie Policy

Cookies are small files stored on your computer which help us to enable online transactions, understand how you use our website, inform our digital advertising, and improve our online services.

When you otherwise provide us with your information

We will record details when you:

- sign up to our mailing lists
- apply for a job
- apply for one of our groups
- make an enquiry or comment about our events or services

What information we collect about you from other sources

We may combine the information above which you provide to us with the information we collect about you from external sources in order to gain a better understanding of our audiences, participants and supporters and to improve our membership and fundraising methods, event programmes, or other products and services. The personal information we collect from you or from public sources may (depending on the purpose for which you initially provide us with your information) include, but are not restricted to:

- ticket purchases and event registration/attendance
- details of correspondence we send to you, or we receive from you
- additional education, employment and professional information and activities
- additional information relating to charitable interests and activities, as well as inclination and capacity to support the CNCO
- where not otherwise available, the information listed in the "what personal information do we collect and process" section above.

Sensitive Information

Some of the information which we collect from you (for example where you apply to take part in one of our events) may constitute sensitive

personal data. We will only ever use this in accordance with this policy and shall maintain necessary measures to protect this information and its confidentiality.

What we use your information for and on what basis

Depending on the interaction and relationship with the CNCO, along with the preferences you have indicated, we will use the personal information you have provided in a number of different ways. This is always done in accordance with one of the legal bases required to process data.

The uses below are undertaken so that we can fulfil our contractual obligations to you around a purchase or membership, or because we have requested information ahead of a potential membership:

- To process and complete your order for tickets, recordings or other products purchased
- To process and acknowledge donations that you make and any associated memberships
- To process your enquiry to sign up to one of our participant groups or schemes
- To keep you informed in line with your membership as a donor or as a member of one of our participant groups or schemes.

The uses below are undertaken as a carefully considered use of your data which is in our legitimate interests but which we believe also are balanced with your rights and of benefit to you:

- To notify you of changes to events you have booked
- To send you communications following a purchase in order to inform you of other related products, events and opportunities to support CNCO, which may include relevant news or competitions from our sponsors
- To send you communications by email following a purchase via the CNCO website in order to inform you of other related products, events and opportunities to support CNCO, which may include relevant news or competitions from our sponsors
- To ensure our marketing and fundraising resources are used in the most effective and efficient manner and that any communications we may send are appropriate and of interest to you
- To improve our understanding of audience and donor behaviour through research, profiling and the creation of customer segments
- To track your online actions and whether you receive or open emails (or other communications) that we send you
- To ask you to participate in surveys and market research
- To notify you of changes and improvements to services, website and this privacy policy. You have the right to object to this processing if you wish and can inform us by emailing caymanchoirandorchestra@gmail.com. Please bear in mind that if you object this may affect our ability to carry out tasks above for your benefit.

The uses below are only undertaken with your consent:

- To send you communications by email following a purchase via the Eventpro.ky website in order to inform you of other related products, events, and opportunities to support CNCO, which may include relevant news or competitions from our sponsors
- To send you communications by email and/or SMS that you have directly signed up to, such as e-newsletters
- To hold relevant contact and medical information of members of participants of groups for use should any emergency situation arise. You can unsubscribe or withdraw your consent at any time by clicking on the relevant links in the emails that are sent to you or by emailing caymanchoirandorchestra@gmail.com.

Opting out of marketing and other fundraising communications

If you have indicated that you are happy to continue to hear from us having made a booking or donation, we will contact you to let you know about upcoming events, offers from our music store, updates on our plans and progress we are making, and to ask you to join as a Friend or Patron, make a donation or give other types of support. Occasionally, we may include information from our partner organisations or organisations who support us in these communications.

We make it easy for you to tell us how you want us to communicate, in a way that suits you. Our forms have clear marketing preference questions and we include information on how to opt out when we send you marketing. If you don't want to hear from us, that's fine. Just let us know when you provide us with your information. You can opt out of communications by replying "unsubscribe" and emailingcaymanchoirandorchestra@gmail.com. Alternatively, ticket buyers change their preferences at any time by changing the relevant settings in the "My Account" section of Eventpro.ky

We will stay in touch with you, unless we hear otherwise, about the benefits of your charitable support, along with special events you may be interested in. If you would prefer us not to collect and use additional information from other sources as detailed above, please contact us at caymanchoirandorchestra@gmail.com

If you have opted out of marketing communications, we may still get in touch with you. For example, we may email you to inform you about any changes to events that you've booked.

Building an understanding of audiences and supporters, and improving communications

We use various techniques including market research and audience and individual profiling tools to help us understand our audiences, customers, donors and potential supporters. This includes gathering information from

you as well as publicly available resources to give an insight into your interests and inclination to attend CNCO events more frequently, join as a Friend or Patron, or make a donation to support CNCO.

We do this because it allows us to understand our audience members and the people who support us, and helps us to send appropriate communications and make appropriate requests to those who may be able and interested in attending concerts and events or giving in support of the CNCO.

When building a profile, we may analyse geographic, demographic, and other information relating to you in order to better understand your interests and preferences in order to contact you with the most relevant communications.

Who we might share your personal information with

Your personal information might be passed to a third party if they need it to fulfil your order(s) for our goods and services, to execute the communications we send to you, to process a donation, to help assess your capacity to make a gift to CNCO, or where you have otherwise consented to being contacted by selected third parties, such as artistic partners and associates. We do comprehensive checks on these companies before we work with them, and put a contract in place that sets out our expectations and requirements, especially regarding how they manage the personal information they have collected or have access to.

Examples of these third parties include our bank (in order to process Direct Debit and other payments), mailing houses (for distributing our events guides), our bulk email distribution service provider and audience analyses suppliers.

Except as set out in this policy, we shall not disclose your personal information unless obliged to, or allowed to do so by law, or where we need to in order to run our business (e.g. where other people process information for us). In such circumstances, we ask those people to give us confidentiality or non-disclosure undertakings. We will not share your information other than as described above without your express consent.

Taking part in our activities or joining one of our participation groups

When applying for involvement in a CNCO group the information you provide will be used in respect to the opportunity you are applying for. The CNCO will securely hold and process the data provided for the purposes of assessing your application for the particular CNCO group and, if applicable, for contacting you about this group in the future.

If you are accepted into the group we will use the details provided for your involvement as detailed below. If you have not been accepted onto the group and there is no longer a requirement to hold and process the data provided by you, we will delete personal data within six months, retaining a minimum level of information necessary for our administrative records to meet legal requirements.

When joining a CNCO group as a member the CNCO will securely hold and process the data provided for the purposes of your involvement in this CNCO group, to plan and deliver the best artistic experiences, to ensure the safety of all participants, and so we can contact professional help in case of an emergency. From time to time CNCO may use the contact details provided to let you know by email about other CNCO projects and relevant events that may be of interest to you. If you would prefer not to receive this information, you can opt out of these or all contact by emailing caymanchoirandorchestra@gmail.com and stating your full name and involvement.

If you are no longer a member and there is no longer a requirement to hold and process the data provided by you, we will delete personal data upon request, or within twenty four months, retaining a minimum level of information necessary for our administrative records to meet legal requirements.

Please note that for certain projects it may be necessary to share information with third parties for project, reporting and research purposes. Anonymised data across all project areas may be shared for use in funding applications and reporting.

How do we keep your personal information safe?

We ensure that there are appropriate technical controls in place to protect your personal details. The personal information that you provide will be held securely and will not be used for any other purpose than as provided for in this policy. We ensure that there are appropriate technical controls in place to protect your personal information

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your information transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

How do we keep your information up to date?

We endeavour to keep your personal information accurate and up to date. If you become aware of errors or inaccuracies, please email caymanchoirandorchestra@gmail.com or if you are a ticket buyer you can update the information we hold about you by using the "My Account" section of the Eventpro.ky

We would really appreciate it if you could let us know if your contact details change.

How can you access the information we hold about you?

You have the right to know what personal information we hold about you, and request to receive a copy of that information. To make a request please email caymanchoirandorchestra@gmail.com

Links

The CNCO website contains links to other websites. We are not responsible for the privacy practices of these and you should read their own privacy policies. This Policy applies only to personal information collected by us.

Other artistic organisations

Eventpro.ky provides the ticketing services for the majority of our events. If you buy a ticket via our website Eventpro.ky will process the booking/payment and retain your name, contact details, contact preferences and a record of the ticket details. Eventpro.ky will use your data for customer services and analysis and, if you select the option under 'Keep me up to date on upcoming events' from Eventpro.ky' (in your account settings at the time of booking), Eventpro.ky may also contact you for marketing purposes.

CNCO events may be presented in partnership with other organisations, such as other artistic organisations and promoters. We may contact you after the event with details of how you can receive communications directly from the partner organisations. We will not share information directly with other organisations for marketing purposes.

Changes to this policy

Our privacy policy may change at any time, so you may wish to check it each time you visit our website. Any changes will apply from the time that they are posted to this page. If we make any significant changes in the way we treat your personal information we will make this clear on our website or by contacting you directly.

If you have any questions at all about the ways in which we collect and use your personal information please contact us at caymanchoirandorchestra@gmail.com at any time.