



Out of the Shadows

DATA PROTECTION AND PRIVACY POLICY

The data we will collect

If you join our choir, we will ask you to complete an online membership form, which acts as a contract between Out of the Shadows Choir and yourself. On this form we will ask you for the following information:

- Your first and last name
- A contact phone number
- Your email address
- Any allergies or medical conditions that we need to be aware of
- Your birthday (*optional – for cake purposes!*)
- An emergency contact (name and number)

We will also collect:

- Payment details for card payment or Direct Debit (please see below for more information)

If you ever need to update, change or remove this information, you can email us on admin@choiroutoftheshadows.com.

If you purchase tickets or sheet music from our website (www.choiroutoftheshadows.com), you will be asked to provide the following information:

- Your first and last name
- A contact phone number
- Your email address
- Your card details for payment
- The card billing address

This information is used to process your purchase and send you a receipt.

How we will store and use your data

Out of the Shadows Choir is committed to safeguarding the privacy of our members. We will only use your information lawfully and in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. These laws say that we are allowed to use and share your personal data only where we have a proper reason to do so, by following the 'data protection principles'.

Information that you provide to us will be:

- used fairly, lawfully and transparently
- used for specified, explicit purposes
- used in a way that is adequate, relevant and limited to only what is necessary
- accurate and, where necessary, kept up to date
- kept for no longer than is necessary
- handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage

We will only use your data for the following four reasons:

1. In order to fulfil the contract, for example to contact you regarding rehearsals, payments and concerts.
2. When you have consented to us using your data, for example by using photographs on our website.
3. If we have a legitimate interest in your data.
4. If there is a legal obligation to share your data, for example for law enforcement. i.e. Out of the Shadows Choir may disclose a member's information when we believe in good faith that the law requires it, or in instances of safeguarding children.

Sharing your information

We will not sell your personal information to any third party. Your information will only be shared with administrators and choir directors for the purposes of running rehearsals and concerts.

If you purchase tickets, subscriptions or sheet music on our website (www.choiroutoftheshadows.com) then your payment will be processed by PayPal or by WIX, who are our website provider. Please note that no members of the team will have access to any bank or card details.

How long we keep your information

When we collect your personal information, the length of time we retain it is determined by several factors including the purpose for which we use that information and our obligations under law. We may need your personal information to establish, bring or defend legal claims. For this purpose, if you register as a member of the choir, we may retain your personal information for 7 years after the date it is no longer needed by us for any of the purposes listed in this document.

Your Rights

Your personal data is protected by legal rights, which include your rights to object to our processing of your personal data, request that your personal data is erased or corrected, or request access to your personal data.

Your Data Subject Rights are as follows:

- You have a right to request access to your personal information and information about how we process it: 'Right of Access'
- You have a right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed: 'Right to Rectification'
- You have a right to have your personal information erased: 'Right to Erasure'
- You have a right to restrict processing of your personal information: 'Right to Restriction of Processing'
- You have a right to electronically move, copy or transfer your personal information in a standard form: 'Right to Data Portability'
- You have a right to object to processing of your personal information: 'Right to Object'
- You have rights relating to automated decision making: 'Rights with regards to Automated Individual Decision Making'
- You have rights relating to profiling, for example to predict your behaviour or interest: 'Rights with regards to Profiling'

For more information or to exercise your data protection rights, please contact us at admin@choiroutoftheshadows.com. If you believe that we are misusing your data then you have the right to lodge a complaint with a data protection regulator in Europe, in particular in a country you work or live or where your legal rights have been infringed. The contact details for the Information Commissioner's Office (ICO), the data protection regulator in the UK, are available on the ICO website, www.ico.org.uk. However, we encourage you to contact us before making any complaint and we will seek to resolve any issues or concerns.

If you request your information from us, then we must give you a copy of the data we hold about you as soon as possible, and within no longer than 1 month. In certain circumstances, for example particularly complex or multiple requests, we may take a further 2 months to provide your data. In this case, we must tell you within 1 month of your request and why there is a delay.

In certain circumstances, we are permitted to withhold your information:

- The prevention, detection or investigation of a crime.
- National security or the armed forces.
- The assessment or collection of tax.
- Judicial or ministerial appointments.

In such cases we do not have to tell you why we are withholding information.

All agreements shall be construed in accordance with the laws of the UK, without regard to any conflict of law provision. Any dispute arising under this agreement shall be resolved exclusively by the legal system.

Intellectual property

Unless otherwise noted, all material, including, but not limited to; sheet music, recordings, videos, images, illustrations, designs, icons, photographs, written and other material that are provided by Out of the Shadows Choir are our property and should not be shared, sold or used without our express written permission.

We are committed to reviewing our policies annually.
This policy was last reviewed on 3rd November 2025.

Signed:

A handwritten signature in blue ink, appearing to read 'V. Calver', enclosed within a thin black rectangular border.

Victoria Calver, Founder