**Musical Keys Privacy Notice**

Musical Keys is committed to protecting and respecting your privacy.

Musical Keys is a registered charity (CIO registration number 1151915). We provide music and arts activities for people with disabilities and additional needs, and their families and carers, in and around Norfolk. Our registered address is Martineau Memorial Hall, 21 Colegate, Norwich, Norfolk NR3 1BN.

1. **Information we collect: when and what**

We obtain personal information from you when you:

* contact us - via our website, or by email or telephone, or by post
* use our services
* donate to us or join our 50:50 Club
* sign up for our events
* register to receive our newsletter

Data collected may include the name, title, email address, home and/or work address, telephone numbers, date of birth, of you and, if using or enquiring about our services, the child/children or adult/adults under your care, and other family members. If you apply to volunteer or work for us, or to be a trustee, data collected may include your nationality, education and work history.

If you donate to us by standing order (which includes becoming a “Friend of Musical Keys”) we will collect and store your bank details; if you donate by cheque we will not store your bank details. If you donate by text message, PayPal or TotalGiving we will not be party to any payment details you provide. If you sign up for GiftAid we will collect information about whether you are a current UK tax payer.

If enquiring about or using our services, we may obtain and process special category (sensitive) personal data about the disability and/or additional needs, the health and care needs, and the sensory preferences, and religious beliefs of any individuals who may use or is using our services. This is necessary to enable us to adequately meet the needs of our service users and their families.

We may also receive information about you and individuals under your care from social workers or Norfolk County Council Children’s Services who may be liaising with us on your behalf.

We may also collect your opinions about our services.

We may also collect photo and video data of our personnel and service users taking part in our sessions and events; we will always seek permission to do so and to use this in our online and printed publicity materials.

The Musical Keys website does not use “cookies”.

1. **How we use information**

Musical Keys uses the information we collect to:

* process a donation that you have made; one-off or regular
* carry out our obligations arising from any contracts entered into by you and us (using our services, joining our 50:50 Club, attending our events)
* send you communications which you have requested
* process your application to work or volunteer for us or become a trustee

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid).

We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

1. **Who has access to your information?**

The relevant Musical Keys office staff have access to information in order to carry out the work outlined in section 2, above. Musical Keys session facilitators and volunteers delivering activities may collect or be party to certain information about you if you are using our service.

**Third Party Service Providers working on our behalf**

When we use third party service providers we disclose only the personal information that is necessary to deliver the service.

We will not give or sell your information to third parties for marketing purposes. We will not share your details with third parties unless we are required to do so by law, or, in exceptional circumstances where we think someone is at serious risk of being harmed and we need to contact the police or a local authority safeguarding team.

If you are using our services we may need to share your information with our care providers, or with associated organisations such as Norfolk County Council; in such cases we will ensure that your explicit consent has been given.

We use Mailchimp to publish our newsletter and will share your name and email address with Mailchimp if you have subscribed to our newsletter, Mailchimp’s privacy policy can be found at: [www.mailchimp.com/legal/privacy](http://www.mailchimp.com/legal/privacy)

We offer the use of TotalGiving’s platform to donors; TotalGiving’s privacy policy can be found at: [www.totalgiving.co.uk/privacy](http://www.totalgiving.co.uk/privacy)

We use CBR Solutions (a Voluntary Norfolk brand) for payroll and DBS processing. Their privacy policy can be found at: [www.cbrsolutions.org.uk/about-us/privacy-policy/](http://www.cbrsolutions.org.uk/about-us/privacy-policy/)

1. **Your consent**

By providing us with your personal information, you consent to the collection, processing and storage of that information for the purposes and in the manner described in this Privacy Notice.

1. **Security**

We put security precautions in place to protect confidentiality and prevent the loss, misuse or alteration of your information. We also take measures to ensure that the information we receive is kept secure, accurate and up to date and kept only for so long as is necessary for the purposes for which it is used. All access to our secure server is restricted only to authorised staff.

1. **Your choices about what we hold and your rights of access**

You have a choice about whether or not you wish to receive information from us. If you do not want to receive our newsletter you can click the link within it to “unsubscribe” or you can contact us directly to unsubscribe; by emailing [hannah@muscalkeys.co.uk](mailto:hannah@muscalkeys.co.uk) or by telephoning 01603 766690.

The accuracy of your information is important to us. If any of your details change and you want us to update the information we hold about you, or if you want us to destroy the data we hold about you, please contact us by emailing [hannah@muscalkeys.co.uk](mailto:hannah@muscalkeys.co.uk) or by telephoning 01603 766690.

You have the right to ask for a copy of the information Musical Keys hold about you (a subject access request) and to have any inaccuracies in your information corrected. Please see our Data Protection policy for further details; this can be found at: [www.musicalkeys.co.uk/privacy/](http://www.musicalkeys.co.uk/privacy/)

*Musical Keys reserves the right to amend this privacy statement. The most up to date version will be always be available on our website at* [www.musicalkeys.co.uk/privacy/](http://www.musicalkeys.co.uk/privacy/)

**Date adopted: 25th May 2018**

**Review due: 25th May 2019**