

Privacy Policy

Our contact details

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RIPON
CONCERTS

Chamber music with passion

The type of personal information we collect

We currently collect and process the following information:

- Member names and contact details
- Names and email addresses for online buyers of tickets
- Names and contact details for people opting in to receive our emails

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- For membership communication
- For pre-concert communication
- For pre- and post-season communication

We also receive personal information indirectly, from the following sources in the following scenarios:

- Paypal in respect of tickets purchased online

We use the information that you have given us in order to communicate with members throughout the year, with concert-goers prior to each concert, and to individuals who have opted in to our mailing list to keep them advised of our activities.

Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information is your consent. You are able to remove your consent at any time. You can do this by contacting Michael Furse via mail@riponconcerts.co.uk

How we store your personal information

Your information is securely stored as encrypted data on Microsoft's cloud service.

We keep membership contact details for 12 months after each renewal. Unless you renew your membership, we will then contact you to establish if you wish to remain on our mailing list. If you do not, we will remove your records from our membership and mailing lists.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at mail@riponconcerts.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at mail@riponconcerts.co.uk .

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>