

# Encore Enterprises CIO Privacy Policy

Encore Enterprises CIO is the lead organisation for Herefordshire Music Education Hub and provides musical opportunities and services to people in Herefordshire and beyond. We take data protection very seriously and are committed to safeguarding your personal information. We are legally obliged to use your information in line with all laws concerning the protection of personal information.

## Links to third party websites

Our website contains links to websites owned and operated by third parties. These third-party websites have their own privacy policies, including cookies, and we urge you to review them. They will govern the use of personal information you submit or are collected by cookies whilst visiting these websites. We do not accept any responsibility or liability for the privacy practices of such third-party websites and your use of such websites is at your own risk.

## Cookies

When you view our website, we store information on your computer in the form of a 'cookie' (a small text file). Cookies do not allow us access to the rest of your computer and we do not use them to collect personal information about you. Most web-browsers automatically accept cookies but you can modify your web-browser settings to decline cookies or to receive a warning before a cookie is stored on your computer.

## Where we ask for your information

The following are services which we provide where we ask for personal data about yourself/your children:

- Encore Youth Music (EYM)
- Livewire
- HPA Fest
- Other courses/workshops/musical activities
- Instrument hire
- Bursary applications
- Community Music projects and activities

## Information we collect

The types of personal data we ask for are:

- Child's name
- Child's date of birth
- Child's gender
- Child's current school
- Child's year group
- Child's music tutor
- Child's current grade/standard
- Child's medical conditions
- Child's surgery/doctor
- Child's free school meal status
- Child's SEN status
- Parent/Carer name
- Parent/Carer contact numbers
- Parent/Carer postal address
- Parent/Carer email address
- Parent/Carer bank account holder name, account number & sort code

For adults involved with Community Music projects and activities:

- Adult's name
- Adult's date of birth
- Adult's sex
- Adult's contact numbers
- Adult's postal address
- Adults email address
- Adult's medical conditions

### **How we collect that information**

- This information is collected via secure online forms as well as completed paper forms.
- We may also retain any communications/comments you have with us via email, phone, post or via online surveys

### **Why we collect this information**

- To operate, maintain and provide the services you sign up for
- To liaise with you regarding the services you sign up for
- To set up direct debits for Instrument Hire
- Free School Meal status is required if applying for one of our bursaries. Please note that we will contact your child's school to confirm this information
- Free School Meal status along with SEN status is used as part of our annual data return to Arts Council England who fund us. Please note, this information is collated and individual pupils can't be identified from this data
- Details about your child's medical conditions are collected for EYM, Livewire and other activities so that staff are aware of any issues that could potentially arise during activities and to inform the emergency services in the event of a medical emergency
- To provide information to grant funders who help subsidize and /or pay for our services to ensure they can see how their funding is being used
- In the event of a medical emergency

### **Photographs and Video Recording**

As part of Encore's activities, we take photographs and record videos of our county ensembles. Such material will be used by Encore, The Music Pool and Herefordshire Music Fund for publicity purposes, such as prospectuses and other similar information about the organisations; for display in our buildings, on banners at concerts, on our website and for social media purposes; for assessment and educational purposes; and for fundraising or other purposes to help achieve the organisation's aims.

For music groups entering national festivals, competitions or external concerts/events, photographic data may be collected and used in the same way.

When using photographs and videos for publicity, display or website purposes, we will not accompany them with any other personal information about the child, to ensure they cannot be identified. Although we will carefully use images on the basis of our 'legitimate interests', we understand there may be occasions where music service users provide good reason why we should withdraw certain images. If you ask us to withdraw an image of your child with good cause, we will delete the photograph or video and not distribute it further.

Images that might cause embarrassment or distress will not be used. We will only use images of pupils who are suitably dressed, to reduce the risk of such images being used inappropriately.

## **Third parties who data may be shared with**

- Hoople - this is the organisation who administer our direct debits
- Your child's school - if you apply for any of our bursaries, we will liaise with your child's school to confirm their free school meal eligibility. We may also share some information with your child's school in the event of queries arising
- Your child's music tutor - we may share some information with your child's music tutor in the event of queries arising
- Child Employment Team at Herefordshire Council - if your child is participating in a performance at an external venue then some of their details may be passed onto the Child Employment Team at Herefordshire Council in line with legislation on child performance and activities licensing in England
- Local Authority - we may share some information with the Local Authority e.g. in support of bursary claims or where we need to discuss additional support such as Special Educational Needs, LAC etc.
- Organisations who we work in partnership with to deliver the projects etc. The Courtyard for Garrick Singers.

## **How we keep your information secure**

- Any information sent to us is stored on a secure server so that it can only be read by authorised personnel.
- Our online forms are served across a protected, 256-bit SSL connection that encrypts the data before it is sent to the servers. SSL ensures that any wrong-doer who may be listening in to your network traffic is not able to actually read the data being submitted to the form.

## **How long we will keep your personal information**

- We will hold your personal information on our systems for only as long as is necessary for the relevant service/activity.

## **Contacting us**

- You have the right to request a copy of the personal information we hold and have any inaccuracies corrected.
- If you have any questions or concerns about our use of your personal information please contact us: [info@encore-enterprises.com](mailto:info@encore-enterprises.com)

## **Living Document**

Important note. This is a living document and the definitive version is on our website: [www.encore-enterprises.com/privacypolicy](http://www.encore-enterprises.com/privacypolicy). Updates and amendments should be expected. Regularly reviewing this page ensures that you are always aware of what information we collect, how we use it and under what circumstances, if any, we will share it with other parties.

Reviewed September 2023