

HLOC Data Policy

Last updated: 04 September 2018

1. Introduction

The new GDPR legislation came into effect on 25th May 2018, tightening rules on how organisations deal with their members and customers' data, especially where personal information is involved. The new legislation has highlighted where clear rules and practices are required for data held for many purposes including marketing.

HLOC ("The Company") is committed to protecting personal information. This Privacy Policy relates to our use of any personal information we collect from you when you become a Member or Supporter of the Company. Members pay a membership fee and Supporters are individuals who are involved in supporting the activities of the Company. This involvement includes (but is not limited to) scenery construction, costumes, properties, publicity, front of house arrangements, stage management, sound, lighting, direction, choreography, music, orchestra and purchasing tickets for productions and events. Supporters also include lapsed members, as such members normally wish to remain in contact with the Company and may wish to renew their membership at a future date.

2. The personal information we collect from you

We collect basic personal details such as your name, address, email address, telephone number, subscriptions and dates paid, bank details. For Members, we may also take your photograph and ask you for a brief biography, for example for show programmes and/or publicity material. Non-copyrighted productions may also be videoed.

3. How we use information

We will use your information to send you newsletters, letters or emails to give you details of General Meetings, Shows, Rehearsals, Production Meetings and similar events that are likely to be of interest to you as a Member/Supporter of the Company. Your name, and possibly also photograph and biography, may appear in our show Programmes and newsletters. Your information may also be shared with our committee members. This use is in our "Legitimate Interest". You will be aware that our show programmes are public documents and that our newsletters are shared amongst our membership and with our supporters. We will not share your information with other third parties without your consent.

4. Security

We put in place reasonable security measures to protect against any unauthorised access or damage to, or disclosure or loss of, your information.

5. Your rights

Please let us know if your information changes as it is important that the personal information we hold about you is accurate and up to date.

We will keep your information indefinitely after you remain an active member or supporter of the Company. We keep your information because you may resume your connection with the Company and take part again in our activities. However, you can ask us to remove your personal information from our records at any time and we will do so and stop sending you any further communications.

You have the right to request a copy of all the personal information we hold about you in a Subject Access Request. To do this, simply contact us via the email address below. We will take all reasonable steps to confirm your identity before providing you with details of any personal information we may hold about you.

6. Changes to this Privacy Policy

We may amend this Privacy Policy from time to time; for example, to keep it up to date or to comply with legal requirements. If there will be any significant changes made to the use of your personal information in a manner different from that stated, we will seek your permission first.

7. How to contact us

For any questions or concerns relating to this Privacy Policy or our data protection practices, or to make a Subject Access Request, please contact us:

- By email – to info@hloc.org.uk

Hounslow Light Opera Company