

GDPR AND PRIVACY POLICY

ORKNEY MUSIC ROOMS respects the European Union's General Data Protection Regulations (GDPR) and this policy explains how any information you give us has been collected.

WHO WE ARE

The data protection officer for Orkney Music Rooms is:

Hannah Bown

Orkney Music Rooms, Garrison Road, Hatston, Kirkwall, Orkney, KW15 1GN

YOUR PERSONAL DATA

Personal data is data that can be used to identify an individual. For example your name, email address, home address and even IP address. We collect and process personal data in compliance with the GDPR and will never share it with third party marketers or anyone else unless forced to by law.

How your personal data is collected on this website by us and by third parties:

When you book a room, sign up for a workshop, use our contact form or email address to contact us, we collect your name, email address, telephone number and other personal information in order to reply to you and manage your account.

When you click the submit button on the booking and contact forms, your message and contact details are sent to us via email and are stored in our email system.

WHAT INFORMATION WE HOLD

When you get in contact by email, we collect your name and email address, or when you book through our website you supply us with your address, phone number. If you contact our Facebook page through social media, your social media details are also collected through that platform.

If you do business with us, we also collect your business name and bank details and keep records of the invoices we send you and the payments you make.

All payments are processed by Stripe or Paypal or by direct bank transfer and we never process card payments directly but will always use above companies who are GDPR and PCI DSS compliant and value security above all else.

WHERE WE STORE YOUR INFORMATION

When you contact us by email or through our website we store your information in Gmail. When we do business, invoices will be sent out by email and a record of those emails will be held by Gmail. We chose these systems partly for their commitment to security and to prevent paper copies of data which could be apprehended or lost.

WHAT WE USE YOUR INFORMATION FOR

We use your information to manage your account with us and send you details of our products and services. When we do, you have the option to unsubscribe from these communications by emailing orkneysoprano@gmail.com to let us know and we won't contact you again. We will use your information to send you invoices, statements, or reminders. We also use the information to assess your eligibility to attend the various workshops.

3RD PARTY PAYMENTS

When you make a payment by Paypal or Stripe, by clicking on the proceed to payment button, you understand and agree that:

1. You will be leaving the Orkney Music Rooms website and will be transferring to their payment platform.
2. Any of your information you enter shall be subject to their own privacy policy.
3. Your information may be processed and stored outside of the European Union.
4. They shall be responsible for all processing of your information.
5. Orkney Music Rooms will still have access to phone numbers and email addresses from orkneymusicrooms.skedda.com in order to contact you regarding any room bookings you make.

STRIPE

Please note that we do not collect or process your credit or debit card details. These are however collected and processed by our payment processing service provider Stripe Payments Europe, Ltd ("Stripe"). The collection and processing by Stripe of your credit or debit card details and other personal data are governed by their terms and conditions. See <https://stripe.com/gb/privacy> for more information. Stripe may from time to time provide us with information regarding the credits and debits made to your card in order to enable us to reconcile our accounts.

WHO'S RESPONSIBLE FOR YOUR INFORMATION

Whoever runs or organises the activity you are attending at Orkney Music Rooms is responsible for any data they hold on you.

If you are a direct customer of Orkney Music Rooms, Hannah Bown, is responsible for the security of your information. You can contact her by email at orkneysoprano@gmail.com or by phone on 07999988143 if you have any concerns about the information we store.

WHO HAS ACCESS TO INFORMATION ABOUT YOU

When we store information in our own systems, only the people who need it have access.

THE STEPS WE TAKE TO KEEP YOUR INFORMATION PRIVATE

Where we store your information in third-party services, we restrict access only to people who need it. All information is stored on cloud based systems and requires 2 factor authentication to access.

YOUR RIGHTS

In accordance with UK and European law under GDPR, you have numerous rights regarding the personal data we hold about you, including:

Right to confirmation – you have the right to know if we hold personal data that concerns you

Right to access – you have the right to view and to obtain a copy of any personal data we hold that concerns you

Right to rectification – you have the right to the correction of any inaccuracies within the personal data we hold that concerns you

Right to erasure – you have the right to have your personal data removed from our systems

Should you wish to exercise any of these rights, please contact us by email.