

Comms & GDPR Procedures

The Newmarket Operatic and Musical Society Ltd (NKT) takes communication and the protection of data it collects and holds seriously and recognises its obligations under the General Data Protection Regulations.

The below sets out our lines of communication and is guidance for anyone who collects, deals with or holds data on behalf of the society and our policy on privacy and handling personal information.

Communication Procedures

- The Company Secretary is responsible for general information and communication from the Trustees to the members, this may be sent to individual managers within the society who in turn communicate to our members, patrons, members of the public and other governing bodies, e.g. the Membership Secretary.
- Where-ever possible important information will be communicated in writing, either by email or by letter to those without email e.g. audition notices.
- Our SLA for initial response to a communication is approximately 48 hours however answers in full may follow within 7 days. NB the society is run by volunteers, some of which may have full time jobs outside of the theatre.
- Various forms of social media are also used to keep members, patrons and the public up to date of our events; Twitter, Instagram, Facebook (Kings Theatre Page) and our website are all used. These are managed by a select number of admins who work within standards to ensure these public pages are always as professional as possible.
- The Facebook group pages are 'closed groups' i.e. only members/old members will be granted access. These medias are used for regular updates that are not necessarily deemed as serious or urgent in nature and members are encouraged to use these pages to keep each other up to date on any news or info, this may not be Nomads related, as long as it is fun, useful and does not breach any of our criteria. Any posts with bad language, bullying or illegal context will be removed, and members may have access removed.
- Any posts containing photos of members who have not given permission to be on these domains will be removed.
- Only in the event of an emergency or where there are short timescales will phone calls, text messages or other medias such as WhatsApp/Messenger be used, i.e. a cancelled rehearsal.
- Each Board Member will hold regular meetings with their sub-committee members in order to keep everyone involved and up to date on decisions on the running of the society. NB the Board ratify all major decisions/policy changes.
- A member's newsletter will be issued at least quarterly.
- Any communications going outside of the membership must be approved by a Board member (unless a regular update which the original template would have been approved at Board level) and must use the official company templates, all available from the Company Secretary.
- The Nomads website www.newmarketkingstheatre.com is updated regularly (at least twice a month) and has all information about the society, the company, it's Trustees and the history of Nomads and all it's affiliated groups. There is also a member's section which holds all the Nomads policies and procedures.
- All the Nomads job holders have their own Nomads email address and can be contacted at any time, this also includes members of the Board.

General Principles

- NKT only holds data for which it has specific consent to hold it, and only for the specified purpose.
- Once we no longer have any justifiable reason for holding the data then we will discard of it securely.
- You can only rely on consent expressly given; you cannot rely on the fact that people have not withdrawn consent (implicit consent) – it is opt-out rather than opt-in.
- Access to data should be restricted to those who need to see it.
- NKT follows the privacy policy below which states how it uses data and the grounds on which it collects/stores it.

E-mails/Communication

- If you send e-mails to lists of people (volunteers, chaperones, parents etc) on behalf of the society then you must use the BCC function for the e-mail addresses of the people on that list. You should never include everyone's e-mail addresses in the "To" or "CC" boxes.
- Please be careful of what data you share with lists. If you are sharing rotas then the only data you should be sharing is the name of the person who is on that rota – you should not share contact details unless that person has explicitly consented to this data being shared for that specific purpose.
- If directors/stage managers wish to set up a group for communicating with cast members/crew (e.g. WhatsApp group), then they must ensure they have consent from individuals to be added to this group.
- If you are creating a group on Facebook which people can join, then that is their decision to join it so that would be fine.
- Before sharing any contact details (e.g. production team members, cast members etc), you should always obtain prior consent for this.
- If you are sharing lots of personal data electronically then this data should be in a document protected by a password.

Registers

- Registers which list personal data such as telephone numbers, addresses etc should never be kept on public display and should always be kept with the person who is responsible for that register or locked away.
- Any contact/medical information must be stored securely and should be separate to the signing-in register.
- Consent forms must be stored securely.
- If you are doing a register for auditions, then if you wish to have contact details from auditionees, then this information must be collected on separate sheets as opposed to one audition sign-in sheet. NB the Membership Secretary holds all members information securely.

Disposing of Data

- If we no longer need to keep the data which we possess (e.g. the workshop has finished), then any registers/consent forms/sheets with data on must be shredded.

If you have any questions about GDPR, please contact info@newmarketkingstheatre.com