

Privacy & Communications Policy

This privacy and communications policy is issued on behalf of the Newmarket Operatic Musical and Dramatic Society Ltd (Nomads). Nomads is committed to protecting and respecting your privacy and following certain standards for communication. The Nomads Board of Directors are the controllers and responsible for policy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us and how we will communicate with you. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For The Purposes Of The General Data Protection Regulation And Data Protection Act 2018

- In respect of the personal data of the users of our website, our members, volunteers, youth students and the purchasers of our products and services, as well as our business contacts and prospects, we act as a data controller.
- In respect of the personal data of persons whose applications we submit to the Disclosure and Barring Service (DBS) on behalf of our member organisations, in our capacity as a DBS Umbrella Body, we process personal data as a data processor. This data is destroyed once DBS checks have been completed.

Data We Collect From You

We may collect and process some or all the following types of data about you:

- Information that you provide by filling in our forms. More specifically, the information we collect may include the following – your name, telephone number, address, email address, date of birth, password, a short bio, medical conditions, any other special needs and medications required.
- If you contact us, we may keep a record of that correspondence.
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- Details of any transactions you carry out through our site and of the fulfilment of your orders.

Our Use of Your Data

- When you enquire about becoming a member (or where you already are a member and are renewing your membership), the basis for our processing of your personal data will be to keep a record of contact details and medical information for health and safety purposes.
- Where you enquire about our products or services, the basis for our processing of your personal data will be to enter and perform the contract between you and us including to process invoices.
- As a member we automatically sign you up for one or more of our newsletters, the basis for our processing of your personal data will be your consent which you will have given at that time when becoming a member – but will be free to withdraw at any time.
- We only use your personal data when the law allows us to.
- We may from time to time send you information about events, products, services or other matters that we believe will be of interest to you. The basis for our processing of your personal data there will be legitimate interest and/or your consent.
- We process technical information about you to protect our business and website, including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data where it is necessary for our legitimate interests and/or to comply with a legal obligation. We also process technical and other information about you to help deliver relevant website content and advertisements to you as well as measuring the effectiveness of the advertising. Our legal basis for doing so is that it is in our legitimate interests.
- We will NOT share your personal data with selected third parties.

How We Collect Your Personal Data

We use different methods to collect data from and about you including through:

- Direct interactions – You may give us your personal data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you register with us, request a product or service, give us feedback, or request marketing.
- Automated technologies or interactions – As you interact with our electronic ticket provider TicketSource, they will automatically collect data about your purchases.



Where We Store Your Personal Data

- We do not transfer or store your personal data outside the UK.
- We employ appropriate security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted.
- Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.
- All our databases are password protected and only used by authorised personnel within Nomads.
- Any paper copies of your data are kept in a locked area which is accessed by authorised personnel only.

Disclosure of Your Personal Data

- We may disclose your personal information within our group.
- If we are under a duty to disclose or share your personal data in order to comply with a legal obligation (such as to HMRC or the Charity Commission), or in order to enforce or apply our terms of use and terms and conditions of supply and other agreements; or to protect the rights, property, or safety of Nomads, our members, customers, or others (such as to our professional advisers including our lawyers and accountants). For the avoidance of doubt sharing information for these purposes may include exchanging information with other companies and/or organisations for the purposes of fraud protection and credit risk reduction.
- Our third-party service providers, such as those providing IT and system administration services, based in the UK.
- Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Your Rights

You may have the right to:

- request access to your personal data,
- request correction of your personal data,
- request deletion of your personal information
- request the restriction of processing of your personal information,
- object to processing of your personal information where we are relying on a legitimate interest,
- request the transfer of your personal information to another party,
- make a complaint to the Information Commissioner's Office (ICO)
- withdraw your consent to processing at any time.

Keeping Your Information Up To Date, How Long We Will Keep Your Data, Opting-Out, Automated Decision Making And Changes To This Policy

- 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 only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. As a rule, we will keep your information for a maximum of 3 years after you cease to be a member or have no other financial or other dealings with us. We keep your information for this period so that we have a record of you should you wish to recommence your relationship with Nomads.
- We keep this policy under review. Any changes will be posted on our website.

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to info@newmarketkingstheatre.com



How We Communicate with You

- 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.
- Where-ever possible important information will be communicated in writing, either by email from a Nomads email address or on a Nomads letter head. Only in the event of emails/addresses not being known will phone call or text message be used.
- Our SLA for responding to communications is 48 hours as a minimum in order to ensure a response in a timely manner. Please be aware the society is run by volunteers so some investigation may be necessary in order to fully answer a query, this will follow the initial acknowledgement within 7 days.
- Various forms of social media are also used to keep members, patrons and the public up to date on our events. Only members can access our Facebook group pages (as these are closed groups). These medias are used for regular updates that are not necessarily deemed as serious or urgent in nature.

Chairman;



Date; 01/08/2022