



ROYAL CHORAL SOCIETY

Privacy Policy

Last updated: January 2026

1. Introduction

The Royal Choral Society ("RCS", "we", "us") is committed to protecting your personal data and respecting your privacy. This Privacy Policy explains how we collect, use, store and protect personal data, and outlines your rights under the UK General Data Protection Regulation ("UK GDPR") and the Data Protection Act 2018.

Whenever we collect personal data from you, we will explain at the point of collection why we need it and how it will be used. This Privacy Policy provides an overarching explanation of our data processing activities.

2. Who is Responsible for Your Data?

RCS is the **Data Controller** for the personal data it processes.

Data Protection Officer: Charly Young MBE, Director and Trustee

Email: charly@charly-young.com

3. Where We Collect Personal Data From

We may collect personal data through the following channels:

- Website forms (including membership, ticketing and mailing list sign-ups)
 - Auditions and re-auditions
 - Ticket purchases and event bookings
 - Email correspondence
 - Membership administration systems
 - Photography and video recording at rehearsals, performances and events
 - Tour administration and travel arrangements
 - Employment or contractor engagement processes
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4. What Data We Collect and Why

The RCS collects data from individuals to help us plan, organise and run the day-to-day operations of the group and to promote and market the group's activities. We will only collect the data that we need to collect, and only store it for as long as we have legitimate reason to, in line with our Data Retention Policy.

4.1 Singing Members

When you join RCS as a member, or during your membership, we may collect and process:

- Name
- Email address
- Telephone number
- Postal address
- Emergency contact details
- Relevant medical information
- Gift Aid declarations
- Bank details (for subscriptions, refunds or expenses)
- Photographs and video footage
- Audition and re-audition notes

Purpose:

This data is used to administer membership, manage rehearsals and performances, collect subscriptions, organise concerts and tours, ensure safeguarding and health & safety, and carry out general choir administration. If you give your consent, we may also use your contact details to send marketing or promotional communications relating to RCS activities.

4.2 Event Attendees and Ticket Purchasers

For ticketed events, we collect:

- Name
- Email address

Purpose:

To process bookings, issue confirmations and manage access to events. This data will not be used for marketing unless you have separately opted in.

4.3 Mailing List Subscribers

When you sign up to receive marketing communications, we collect:

- Name
- Email address
- Postal address (optional, for printed newsletters)

Purpose:

To send newsletters and information about performances, social events and fundraising activities. You may withdraw your consent at any time using the unsubscribe link in emails or by contacting the Data Protection Officer.

4.4 Employees and Contractors

We may collect personal and sensitive data for administrative, contractual, legal or regulatory purposes. Where this applies, we will explain the purpose at the point of collection.

4.5 Audition Candidates (Including Unsuccessful Applicants)

We collect audition data such as:

- Contact details
- Voice part and musical experience
- Audition notes and outcomes

Purpose:

To assess suitability for membership and manage audition processes. Retention periods for unsuccessful candidates are set out in our Data Retention Policy.

4.6 Choir Alumni

We may retain limited contact information for former members following retirement or unsuccessful re-audition, in accordance with their preferences, for alumni communications or historical records. Individuals will be given the opportunity to opt out or remain in contact.

4.7 Tours and Travel

For tours, we may collect:

- Passport details
- Travel itineraries
- Emergency contact information

Purpose:

To organise travel, accommodation and comply with tour operator or legal requirements. This data is handled with enhanced security and retained only as long as necessary.

5. Photography and Video

Photographs and video recordings may be taken at rehearsals, performances and events.

- Consent is obtained through membership processes, event notices, signage or specific consent forms where appropriate.
 - You may opt out of being photographed or filmed at any time by informing a member of staff or the Data Protection Officer.
 - Where consent is withdrawn, we will take reasonable steps to stop future use and manage existing material in line with our Data Retention Policy.
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6. Where Your Data Is Stored

Personal data may be stored securely in:

- Website systems and membership databases / CRM systems
 - Cloud storage platforms (e.g., Google Drive)
 - Secure third-party platforms used for ticketing, payments or communications.
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7. Who Has Access to Your Data

Access to personal data is limited to those who need it to perform their role, including:

- Management Committee members
- Officers of the choir
- Voice representatives
- Administrative staff and contractors

Please note that both official RCS email accounts and personal email accounts may be used for choir administration purposes, subject to appropriate security and confidentiality measures.

8. Payments and Third-Party Processors

RCS **does not store card payment details.**

Payments for tickets, subscriptions or other services are processed securely by third-party payment providers.

We take reasonable steps to ensure that any third-party service providers we use are reputable, have appropriate security measures in place, and process personal data in compliance with applicable data protection laws, including GDPR.

9. Data Sharing

We do **not** sell or share personal data with third parties for marketing purposes.

Data may be shared with service providers where necessary to deliver our activities (e.g. ticketing, payment processing, tour operators), under appropriate data protection agreements.

10. Cookies and Website Analytics

Our website uses cookies to:

- Enable member log-in functionality
- Analyse anonymous website usage (e.g., via analytics tools)

You can control cookies through your browser settings. Disabling cookies may affect website functionality. Further information is available at: www.allaboutcookies.org

11. Children's Data

RCS does not knowingly collect or store personal data relating to children under the age of 18.

12. Data Retention

Retention periods vary depending on the type of data and the purpose for which it is held.

RCS operates a **formal Data Retention Policy** which sets out:

- Retention periods for different categories of data
- Review points
- Secure deletion processes

Where consent is withdrawn (e.g., mailing list opt-out), limited data may be retained for up to two years to record that withdrawal.

13. Your Rights

Under UK GDPR, you have the right to:

- Be informed about how your data is used
- Access the data we hold about you
- Request correction of inaccurate data
- Object to certain processing

- Request erasure of your data
- Restrict processing
- Request data portability (where applicable)
- Object to automated decision-making (unlikely to apply)

Requests should be sent to: charly@charly-young.com. We will respond within one month.

Further information is available from the Information Commissioner's Office (ICO).

14. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be published on our website, and where significant, we may notify affected individuals directly. Where required by law, we will seek renewed consent.