



Privacy Policy

As of 1 December 2018

1. INTRODUCTION

This privacy notice provides you with details of how we collect and process your personal data through your use of our website:

<http://www.roseopera.co.uk/>

Alongside your personal data, this also includes any information you may provide through our site when you purchase a product or service or sign up to our mailing list (either as an audience member or as an auditionee). By providing us with your data, you warrant to us that you are **over 13 years of age**.

Andrew Evans, Chairman of Rose Opera is the data controller and he is responsible for your personal data (referred to as “we”, “us” or “our” in this privacy notice).

2. CONTACT DETAILS

Our full contact details are as follows:

Full name of legal entity: ROSE OPERA

Registration number: 1179516

Registered with: The Charity Commission of England and Wales

Legal form: Charitable Incorporated Organisation (CIO), Foundation Model.

Email address: info@roseopera.co.uk

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner’s Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We should be grateful if you would contact us in the first instance if you do have a complaint so that we can attempt to resolve it for you.

It is essential that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at info@roseopera.co.uk

3. WHAT DATA DO WE COLLECT ABOUT YOU AND HOW DO WE USE THIS DATA

Information we may collect about you

Personal data means any information capable of identifying an individual. It does not include anonymised data. We may process certain types of personal data about you as follows:

- **Identity Data** may include your first name, maiden name, last name, username, marital status, title, date of birth and gender.
- **Contact Data** may include your address, email address and telephone numbers.



- **Career history** (auditionees only) may include your recent career experience, referees, your resume, information about the colleges universities and other educational institutions you have attended, the courses you enrolled in, dates, and details of any bursaries.
- **Technical Data** may include your login data, internet protocol addresses, browser type and version, browser plug-in types and versions, time zone setting and location, operating system and platform and other technology on the devices you use to access this site.
- **Usage Data** may include information about how you use our website, products and services.
- **Marketing and Communications Data** may include your preferences in receiving marketing communications from us and our third parties and your communication preferences.

We use cookies to help make the experience of using our website better and to personalise the service you receive from us – this means we will remember your previous visits and track the pages on our website that you visit. For more information please see our Cookie Policy. When you visit www.roseopera.co.uk, our web server automatically records your public internet protocol ('IP') address and also generates a log file.

We may also process Aggregated Data from your personal data. This data does not reveal your identity and as such in itself is not personal data. An example of this is where we review your Usage Data to work out the percentage of website users using a specific feature of our site. In the occasion that we link the Aggregated Data with your personal data so that you can be identified from it, then it is treated as personal data.

Sensitive Data

If you are applying to audition with Rose Opera, we may need to collect the following sensitive data about you in order to comply with equal employment opportunities legislation:

- Racial/ethnic origin

We require your explicit consent for processing all sensitive data. When you submit your details (usually via an application form), we will send you a further communication asking for you to confirm your consent to this processing.

Where we are required to collect personal data by law, or under the terms of the contract between us and you do not provide us with that data when requested, we may not be able to perform the contract (for example, to services to you). If you don't provide us with the requested data, we may have to cancel a service you have ordered but if we do, we will notify you at the time.

Why we collect and how we use your personal data



We will only use your personal data when legally permitted. The most common uses of your personal data are:

1. Where we need to perform the contract between us (if you are employed by us).
 2. Where we need to comply with a legal or regulatory obligation.
 3. To fulfil ticket, donation and membership requests.
 4. To process payments.
 5. To provide the best possible customer service.
- To help us with internal administration.
6. To contact you with important information relating to your booking.
 7. Where we have your consent, to send you updates via email about what's on, offers and news or about supporting us, or to email you about a specific topic you have expressed interest in.

We may share your details with other arts organisations whose work you may have seen at or in collaboration with the Rose Opera. These organisations will contact you to let you know how they collected your data and to check that you're still happy to hear from them. You will always be able to opt out of their communications by contacting them directly.

You have the right to withdraw consent to marketing at any time by emailing us at info@roseopera.co.uk or clicking "unsubscribe" at the bottom of any email you receive from us.

4. MARKETING COMMUNICATIONS

You may receive marketing communications from Rose Opera if you have:

1. Requested information from us or purchased tickets from us; or
2. If you provided us with your details and ticked the box at the point of entry of your details for us to send you marketing communications; or
3. You have not opted out of receiving that marketing (in both cases).

We do not share your personal data with any third party for marketing purposes. You can ask us to stop sending you marketing emails at any time by emailing us at info@roseopera.co.uk.

Where you opt out of receiving our marketing communications, this will not apply to personal data provided to us as a result of a ticket purchase, membership registration or other transactions.

5. DISCLOSURE OF YOUR PERSONAL DATA

We may have to disclose your personal data with the parties set out below for the purposes set out in Sections 3 and 4.

- Service providers who provide IT and system administration services.



- Professional advisers including auditors and insurers who provide consultancy, banking, legal, insurance and accounting services.
- HM Revenue & Customs, regulators and other authorities based in the United Kingdom and other relevant jurisdictions who require reporting of processing activities in certain circumstances.
- Third parties to whom we sell, transfer, or merge parts of our business or our assets.

6. DATA PROTECTION

As part of the services offered to you through the Rose Opera website, the personal information you provide may be transferred to countries outside the European Economic Area (EEA). This may happen if any of the computer servers used to host the website are located in a country outside of the EEA. If Rose Opera transfers your personal information outside of the EEA in this way, we will take measures to ensure that your privacy rights continue to be protected as outlined in this privacy notice.

Rose Opera may transfer your data to the USA to organisations such as Facebook or Google. The data protection laws do not always offer the same levels of protection that of the EEA and therefore we will ensure that only organisations who are a part of the EU privacy shield initiative will handle your personal information. More details on this certification can be found at www.privacyshield.gov/welcome. Please contact us at info@roseopera.co.uk if you have any questions regarding this.

Whenever we transfer your personal data out of the EEA, we will ensure that at least one of the following safeguards is employed:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission
- Where we use certain service providers, we may use specific contracts or codes of conduct or certification mechanisms approved by the European Commission which give personal data the same protection it has in Europe
- Where we use providers based in the United States, we may transfer data to them if they are part of the EU-US Privacy Shield which requires them to provide similar protection to personal data shared between the Europe and the US.

If none of the above safeguards is available, we may request your explicit consent to the specific transfer. You will have the right to withdraw this consent at any time.

If you ask us to stop sending direct marketing communications to you, we will keep the minimum amount of information (e.g. name, address or email address) to ensure we adhere with such requests.

8. DATA RETENTION



We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

As a legal requirement, we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after you cease being a customer for tax purposes.

9. YOUR PREFERENCES

We want to make it easy for you to access and amend the personal information that we hold on you, or request that we stop contacting you. We respect that your personal data is private and belongs to you.

If you have an online account or membership with us, you can amend your personal details and email contact preferences at any time. Please email info@roseopera.co.uk at any time and we will immediately process any changes.

10. COOKIES

It is possible to set your internet browser to refuse all or some browser cookies, or to alert you when websites set or access cookies (this usually appears as a pop-up on your screen before the website can collect cookies). If you disable or refuse cookies, please note that some parts of the website may become inaccessible or not work properly.

1 December 2018