

PRIVACY STATEMENT

May 2018 - next review date: May 2019

TBMH Supporters Privacy Statement

We are committed to protecting the privacy of all our supporters. It is important to us that you feel confident in how your data is being looked after. Please take the time to read this policy so that you understand how we store and use your data. Please be advised that the terms of this statement may change, so please do check this page periodically.

About TBMH Fundraising and Development and our commitment to your privacy

TBMH Fundraising and Development develops and manages relationships with our generous supporters. We aim to raise significant funds to support TBMH activities and participants.

Our fundraisers work closely with members of TBMH staff and supporters to achieve the financial goals set for our defined development aims.

However you choose to support us, we will always respect your rights and choices. We have a responsibility to all our supporters, to ensure that our operations are transparent and open. This privacy policy takes into account guidance set out by the Institute of Fundraising's Code of Fundraising Practice and the Information Commissioner's Office. All activity of TBMH is compliant with the Data Protection Act (1998) and the Privacy and Electronic Communication Regulations (2003) to ensure that it does not obtain, process, store or exchange data unlawfully.

Volunteers and TBMH employees who solicit funds on behalf of the TBMH must adhere to the provisions set out in this policy.

The lawful basis for obtaining and using your data

There are three bases under which TBMH may process data of supporters:

- Contract purposes
 - When you make a donation to TBMH you are entering into a contract with us. In order to perform this contract we need to process and store your data. For example, we are required to acknowledge your gift and we may need to contact you if there are problems with your payment.
- Legitimate interest of TBMH
 - In certain situations we collect and process your personal information for purposes that are in our legitimate organisational interests. This means we can process your personal information if:
 - We have a genuine, legitimate reason, and
 - We are not harming any of your rights and interests
- With your consent
 - For any situations where the two bases above are not appropriate, we will ask for your explicit consent before using your personal information in that specific situation.

What information do we collect and how do we collect it?

Personal data is information that can be used to help identify an individual such as name, address, phone number or email address. This information, provided by you, enables you to show interest in or to support the activities of TBMH.

We collect data regarding your relationship with TBMH, which includes events you have attended, donations you have made, and communications you have had with a member of our staff. If you make a donation to TBMH, we record the details of this donation including how it was received (e.g. cheque, direct debit, credit card), date of receipt, and whether gift aid is applicable. We will also store your contact details to enable us to properly thank and steward your donation.

To ensure that our communications are relevant to you and your interests, we collect information regarding your personal preferences, philanthropic history, and capacity to donate. This may include information provided through publicly available sources such as LinkedIn and news feeds. We collect information on individuals who are not current TBMH supporters. This information may be provided by members of TBMH staff and current supporters. We may further obtain information about you from publicly available sources. These include Who's Who, Companies House, newspaper sites, corporate websites, and the Charity Commission.

Third parties may share your information with us when you have indicated that you wish to support TBMH. TBMH cannot be responsible for the content of 3rd party websites and it is the responsibility of the person visiting a 3rd party website to ensure they are conversant with that website's Privacy Statement.

How do we store your data?

All information regarding supporters retained by TBMH will be kept confidential. Data is stored in a secure, password-protected TBMH server, accessible only to members of the TBMH team. Access to paper records is restricted to TBMH personnel.

What do we use your personal data for?

TBMH will process your personal data only for specified purposes such as to fulfil a request you have made, to provide you with a more personalized service, or to improve our services. We will ensure that all personal data is adequate and relevant to that specified purpose, as well as being accurate and up-to-date.

Your personal data may be used to:

Fulfil our obligations to our supporters and members in terms of acknowledgement of their gift and agreed stewardship activities

- Keep in touch with our supporters
- Administer donations or other payments (such as event tickets)
- Keep you updated with TBMH activities that are relevant to you
- Offer you opportunities to engage further with our activities
- Further fundraising activities on behalf of the TBMH

- For tax administration purposes (claiming of Gift Aid) as appropriate
- Wealth screening by external agencies
- To conduct due diligence exercises where necessary, in order to reduce fraud and credit risk to TBMH
- Where appropriate, we may also carry out analysis of the personal information we collect about you and add publicly available information to create a profile of your preferences and philanthropic interests, so that we can contact you in the most appropriate way and with the most relevant information
- Where deemed necessary, your personal data may be shared with members of the TBMH team prior to events/meetings that you attend
- Research and audit purposes including, but not limited to, examining the demographics of our supporter base in order to gain a better understanding of them and enable us to improve our work

In accordance with Data Protection Law, you have a choice about whether you want to receive information about our progress and fundraising activities, and by which channels (e.g. phone, email, post). Every effort will be made to contact you primarily using your preferred contact method and to limit the frequency of non-personalized communications where possible. You may opt-out from receiving correspondence from TBMH team at any time by emailing info@triboroughmusicub.org with “OPT OUT” in the subject line.

Do we share your information?

TBMH does not and will never sell or swap the personal details of its supporters. Personal data will not be disclosed to external organizations other than those acting as contracted agents for TBMH for purposes directly related to the interests of TBMH.

We will only share your information if:

- We are required to do so by law
- We may share your information with carefully selected external partners to carry out research on our behalf (this includes wealth screening). These partners include mailing houses and research firms (such as Prospecting for Gold and Marts & Lundy) and may be based outside of the EU. In all instances we would require such partners treat your information as carefully as we do. These agents have a legal responsibility to use our information only for the purpose for which we supply it

Your comments and criticisms will enable us to continuously improve our operations. TBMH will respond promptly to any complaint made by our supporters. If you have any questions about our privacy statement, then please do contact the Head of TBMH Stuart.Whatmore@rbkc.gov.uk and we will be happy to answer these for you.