



Registered Charity No. 258553 [www.bristolopera.co.uk](http://www.bristolopera.co.uk)  
Trustees: Susan Weaver (Chairman), Steven Harris (Vice-Chairman),  
Anna Woods (Treasurer),  
Katharine Billington (Membership Secretary),  
Charlotte Monk (Friends' Secretary), Clare Daly

## Privacy Policy for Members and Ex-Members

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### **Bristol Opera is committed to protecting personal information.**

**This Privacy Policy relates to our use of any personal information we collect from you when you become a Member. Active singing members pay a membership fee. Ex-members normally wish to remain in contact with us, and may wish to renew their membership at a future date.**

#### **The personal information we collect from you**

We collect basic personal details such as your name, address, email address, telephone number, subscriptions and dates paid, standing order details, and the rate of UK Income Tax you pay. We may also ask for your photograph and biography.

#### **How we use and share your information**

We normally email you or send you letters about rehearsals, production meetings, shows, General Meetings and similar events likely to interest to you. We occasionally phone members to communicate quickly, for example if a rehearsal is cancelled. Your name, and possibly photograph and biography, may appear in our show flyers, show programmes, newsletters, local newspapers and radio, or on Bristol Opera's Website, Facebook and Twitter pages. Your information may be shared with our committee, who are Bristol Opera's Trustees. This use is in our 'Legitimate Interest'. Our show programmes, flyers, Website, Facebook and Twitter pages are public documents, as are local newspapers and radio broadcasts. Our newsletters are shared amongst our members and supporters.

We use your financial information to keep accounting records, to fulfil our 'Legal Obligation' to the Charities Commission. We use active singing members' tax information to claim Gift Aid on eligible subscriptions via HMRC. We will not share your information with other third parties without your consent.

#### **Security**

We put in place reasonable security measures to protect your information against any unauthorised access or disclosure, or damage or loss.

#### **Your Rights**

***Your right to be forgotten.*** We keep your information indefinitely, because you may resume your connection with us, and once again take part in Bristol Opera's activities. However **at any time**, you can ask us to remove your personal information from our records. We will do so, and stop contacting you. Our contact details are given below.

#### ***Your right to accurate and up to date records.***

Please let us know any changes in your information, as it is important that we keep the information we hold about you accurate and up to date.

#### ***Your right to a copy of your personal***

***information.*** You can make a Subject Access Request to receive a copy of all the personal information that we hold about you, by writing to us at the address below. We will take all reasonable steps to confirm your identity before releasing the information we may hold about you.

#### **Changes to this Privacy Policy**

We may amend this Privacy Policy from time to time; for example, to keep it up to date or to comply with legal requirements. If we propose to use your personal information in a significantly different way than is stated here, we will seek your permission first.

#### **How to contact us**

To request a copy of your personal information, or its removal from our records, or to put any questions or concerns about this Privacy Policy, please contact us by phone, email or post as follows:-

Katharine Billington, Membership Secretary  
Mobile: 07967 991902  
Email: [membership@bristolopera.co.uk](mailto:membership@bristolopera.co.uk)

By post:  
Bristol Opera  
39 Canford Lane  
Westbury on Trym  
Bristol BS9 3DQ