

This privacy notice tells you what to expect us to do with your personal information.

Contact details

Email: admin@bookmusicandlyrics.com

What information we collect, use, and why

We collect or use the following information to **provide our services**:

- Names and contact details
- Gender
- Pronoun preferences
- Addresses
- Photographs or video recordings
- Call recordings
- Service use history
- Health information (including medical conditions and requirements)
- Information about care needs (including disabilities, additional needs, home conditions, dietary requirements and general care provisions)
- Information about work, home and living conditions
- Information about support requirements
- Records of meetings and decisions
- Information about income and financial needs for funding or personal budget support
- Payment details (including card or bank information for transfers and direct debits)
- Information relating to compliments or complaints

We also collect or use the following information to **provide our services**:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Health information
- Sexual orientation information

We collect or use the following information to **receive donations or funding and organise fundraising activities**:

- Names and contact details

We collect or use the following personal information for **service updates or marketing purposes**:

- Names and contact details
- Addresses
- Recorded images, such as photos or videos
- Purchase history
- Records of consent, where appropriate

We collect or use the following personal information for **recruitment purposes**:

- Contact details (e.g. name, address, telephone number or personal email address)
- Employment history (e.g. job application, employment references or secondary employment)
- Education history (e.g. qualifications)
- Right to work information

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Payment details
- Purchase or service history
- Customer or client accounts and records
- Financial transaction information
- Correspondence
- members' material created during the course of their programme

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful basis for collecting or using personal information to **provide our services** is: Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful basis for collecting or using personal information to **receive donations or funding and organise fundraising activities** is: Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate

interests lie in collecting basic contact details from donors and potential donors so that we can respond to their offer and process any necessary payments into the charity.

Our lawful basis for collecting or using personal information for **service updates or marketing purposes** is: Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests lie in contacting existing members to advise of future course dates and events. Our members would expect to receive this information so that they can benefit fully from the services we offer.

Our lawful basis for collecting or using personal information for **recruitment purposes** is: Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests lie in processing basic personal data in order to consider applications for administrative and board roles.

Our lawful basis for collecting or using personal information for **dealing with queries, complaints or claims** is: Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests lie in processing basic personal data in order to investigate queries and complaints.

Where we get personal information from

- Directly from you
- Previous employers

How long we keep information

We are working towards a retention policy and schedule that is reviewed every two years. This document will set out how long we keep information for.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we’ve used your data after raising a complaint with us, you can also complain to the ICO.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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