**GDPR Policy**

Fortismere Music Centre (FMC) is committed to protecting your personal information. We are required to obtain your consent to hold your data and continue contacting you. If you or your children attend FMC for music-making activities we must obtain your consent to hold your data. Please read the policy below.

What information do we collect?

The personal information about you and/or your children that we collect includes:

* Your/your child’s name, gender, title and age
* Your email address
* Your mobile/landline telephone number
* Your address
* Transaction history (we never store your whole card number, although we may keep a note of the last four digits to help us identify transactions)
* Other background personal information you provide us.

How do we collect your information?

You give us your information when you join one of the musical activities provided by FMC, purchase a concert ticket online or in person, sign up for an event, make a donation, or communicate with us. We also keep your details when you sign up to receive emails from us. We keep a record of the emails we send you, and we may track whether you receive or open them so we can make sure we’re sending you the most relevant information. We may then track any subsequent actions online, such as buying a ticket.

Why we need it.

We need to know basic personal data to provide you with the services you have engaged us to provide and to assert our right to be recompensed in return for those services as per the agreement we have with you. We will not collect any personal data from you that we do not need in order to provide and oversee the services we have agreed.

How do we keep your details safe and secure?

All the personal data we hold about you will be processed by FMC in the UK. Some information is also shared with the following third party organisations:

* Wix customer relationship management (CRM) system
* Stripe payment processing platform
* Zettle Point of Sale system

No other third parties will have access to your personal data unless there is a legal obligation for us to provide it. We will take all reasonable steps to ensure that your personal data is processed securely.

FMC maintains a customer relationship management (CRM) system called Wix to hold contact details and a record of your interactions with the Centre such as subscriptions to choir or orchestra, ticket purchases, donations and other communications. Names and email addresses of those who have signed up to receive the choir or orchestra newsletters are maintained on the Wix platform. Every email sent to you will tell you how you can opt out of these communications at any time.

How long will we keep it?

We will generally keep your personal data for a minimum of 5 years, after which time it will be destroyed if no longer required for the lawful purpose(s) for which it was obtained. If you consent to marketing, any information we use for this purpose will be kept with us until you notify us that you no longer wish to receive this information. You can withdraw consent by emailing us at: fmcinfo@fortismeremusiccentre.co.uk.

What we would also like to do with it

We would like to send you information about our services by email including newsletters, lesson notifications, holiday dates, concerts and events, and other information relevant to our services. You may unsubscribe at any time from these communications using the opt out option included in all emails, or by contacting us at [fmcinfo@fortismeremusiccentre.co.uk](mailto:fmcinfo@fortismeremusiccentre.co.uk).

This policy is effective as of 14/11/2023.