

# Musinc Privacy Policy

Middlesbrough Council and Musinc are dedicated to protecting the privacy of those who use our services. We are the data controller for your personal data and will ensure it is used and stored in accordance with the Data Protection Act (1998), the Privacy and Electronic Communication Regulations (2003) and as of the 25th of May 2018, the EU General Data Protection Regulation (EU 2016/679).

Musinc is run by Middlesbrough Council in partnership with Youth Music. Musinc operates programmes supporting young people experiencing challenging circumstances.

**Please note:** This privacy statement covers websites and social media owned and controlled by Musinc. Links to any other websites and any information collected by these sites are not covered by this privacy statement. Since we do not control those websites, we encourage you to review the privacy policies of these third party sites.

We would encourage you to re-read our privacy statement from time to time so that you are aware of any changes in how we gather and use personal information.

## Purpose of policy

Middlesbrough Council and Musinc are committed to protecting your personal information and being transparent about what information we hold about you.

Using personal information allows us to develop a better understanding of delivering programmes targeting young people with challenging circumstances and in turn to provide you with relevant and timely information about the work that we do with delivering and training.

The purpose of this policy is to give you a clear explanation about how we [and all of our subsidiaries] collect and use the information we collect from you directly and from third parties.

We use your information in accordance with all applicable laws concerning the protection of personal information. This policy explains:

- Who we are
- How we collect your personal information
- What information we may collect about you
- How we may use that information
- In what, if any, situations we may disclose your details to third parties
- Information about how we keep your personal information secure, how long we maintain it for and your rights to be able to access it

If you have any queries about this policy, please contact the [Data Protection Officer at Middlesbrough Council](#).

## **Who are we?**

Musinc is funded by the National Foundation for Youth Music and is hosted by Middlesbrough Council on behalf of the four Teesside local authorities working with young people within challenging circumstances to support a musically inclusive Teesside, one where all young people, irrespective of background or personal circumstances, can take part in life changing music making.

Our Privacy Policy gives you detailed information on when and why we collect your personal information, how we use it, how we keep it secure and how long we keep it for. It also explains how you can control the data we hold, including how to update your information when it changes.

## **Contact information**

By post: Musinc, Middlesbrough Town Hall, Middlesbrough, TS1 2QJ

By email: [musinc@middlesbrough.gov.uk](mailto:musinc@middlesbrough.gov.uk)

By phone: 01642 728379

## **How do we collect your personal information?**

We collect various types of information and in a number of ways:

- **Information you give us**
  - Which is relevant and necessary to the delivery of our programme/s, for example name, email address, postal address, and telephone number of parent/guardian in relation to a participant who is under the age of 18 taking part in a musinc activity.
- **Information about your interactions with us**
  - Which is relevant and necessary to the effective delivery of musinc programme/s, for example interaction via email.
- **Information from third parties**
  - We occasionally receive information about you from third parties. For example, if a particular project needs a specific skill set within it then a recommendation may be made to contact a particular music leader, or

referrals from partner organisations for young people they think would benefit from taking part in music programme of activities.

- **Sensitive personal data**
  - Data Protection law recognizes that certain categories of personal information are more sensitive such as health information, race, religious beliefs. We collect this type of information as this is necessary for reporting to our funders Youth Music to evidence our intended outcomes for delivering activities to young people in challenging circumstances.
  - We collect other data in relation to a young person's circumstances where necessary to report to our funders Youth Music as evidence of meeting our intended outcomes for delivering activities to young people in challenging circumstances.
- **In person when applying with forms for:**
  - Expression of interest
  - Volunteering
  - Self-employment
  - Payroll/vendor
- **Safeguarding records needed**
  - DBS certificate
  - Public liability certificate
  - Consent for participants under the age of 18 taking part in music activities.
- **Peer to peer**
  - When we deliver projects using outside organizations and their staff we will require disclosure of who they use, for safeguarding and monitoring.
  - We will require confirmation of the DBS status and Public Liability of any individuals working for outside organizations.
  - We may collect any of this information from a person working on behalf of an outside organisation with your consent such as a personal assistant.

### **What types of information do we collect and where from?**

We only collect information that's necessary to meet our targets. The more ways you engage with us as an organisation, the more data we will require in order to provide the necessary services required. There are occasions where you can choose to not provide us with the information we require, but this will then impact the service we are able to provide.

The information we may collect from you is as follows:

- Prefix and full name (or name of child under 18)
- Email address (of parent/guardian of child under 18)
- Billing address (of parent/guardian of child under 18, and for project participants only)

- Phone number (of parent/guardian of child under 18)
- Name of employer / organization
- Date of birth (for project participants only)
- Access requirements (for participants, session delivery and events only)
- Dietary requirements (for participants, session delivery and events only)
- Contact preferences (for parents/guardians of child under 18)
- Emergency contact details (for project participants only)
- Details of a young person's challenging circumstances (for project participants only)

This is not an exhaustive list and we may retain different types of information for different individuals based on the service we are providing. For information on how long we retain your data for, refer to the 'how we protect data' section of this policy.

### **Third Parties**

We may also obtain your data from third parties, such as organizations with which we enter into a co-production. These organisations should not pass on your data to us without your knowledge and only if it is required in the performance of a contract. The third party will require your permission in order to share your data with us for marketing purposes and we will always notify you within 30 days of receipt of your data. You should check their Privacy Policy when you provide your information to understand fully how they will process and safeguard your data.

### **Social Media**

Depending on your settings or the privacy policies for social media services like Facebook, Instagram or Twitter, you may give us permission to access information from those accounts or services, such as your behavior on these services and across our site. The majority of this behavior is anonymized. For more information on how to control your privacy settings for these services, go to the following links:

- [Facebook – Privacy Policy](#)
- [Twitter – Privacy Policy](#)
- [YouTube – Privacy Policy](#)
- [Soundcloud-Privacy Policy](#)

Please refer to musinc's social media policy for more specific details around digital usage and social media. You can ask for this by emailing [musinc@middlesbrough.gov.uk](mailto:musinc@middlesbrough.gov.uk) or visiting our website at [www.musinc.org.uk](http://www.musinc.org.uk)

## **Why do we collect your personal information and how do we use it?**

The main way we use your information is to provide the services outlined by Youth Music and Middlesbrough Council. We also use your information to help us better understand our needs and to inform you either about opportunities for career and educational advancement or opportunities for the young people in your care. We will only contact you electronically about non-contractually related information when we have your consent to do so.

There are three bases under which we may process data as a music leader working for musinc:

- **Contract purposes**

Agreements in writing are to ensure both parties are aware of what is expected to fulfill a project's needs. Information is needed so that all parties can safeguard and monitor and assurance the project needs will be met.

- **Safeguarding**

As we work with vulnerable young adults and children we need to have current DBS certificates and evidence that we have seen proof of your public liability certificate on file. This applies to anyone we consent to work within a project.

## **With your explicit consent**

For any situations where we require processing of your personal data and where the two bases above are not appropriate, we will ask for your explicit consent before using your personal information in that specific situation.

In more detail, we collect your information where we have your consent:

- To fulfill educational requests
- To invite you to events, workshops and other relevant activities related to the musinc programme
- Send you updates via email about what's happening and news.
- Email you about a specific topic you've requested to hear more on such as specific opportunities to support our work.
- Advertise via digital advertising platforms about projects, events or news
- Process payments and to help us with internal administration.
- Send you updates via email about what's happening and news.

- Email you about a specific topic you've requested to hear more on such as specific training, activity, event or community work or opportunities to support our work.
- Advertise via digital advertising platforms about projects, events or news

In all of the above cases we will always keep your rights and interests at the forefront to ensure they are not overridden by your own interests or fundamental rights and freedoms. You have the right to object to any of this processing at any time. If you wish to do this, please use the contact details at the end of this policy. Please bear in mind that if you object this may affect our ability to carry out tasks above that are for your benefit.

### **Who do we share your information with?**

Middlesbrough and Musinc will never share, sell, rent or trade your personal information to any third parties for marketing purposes. We will ask for your consent to share personal information with organisations we have co-produced work with. These requests will be specific to the individual organisation so that your consent decision is informed.

Examples of what data we may share and/or who we may share it with are as follows:

- To the subsidiaries described above when it is necessary for them to be able to provide you with products or services that you've requested.
- To our own service providers who process data on our behalf and on our instructions (for example pay roll). In these cases we require that these third parties comply strictly with our instructions and with data protection laws, for example around security of personal data.
- Where we are under a duty to disclose your personal information in order to comply with any legal obligation (for example to government bodies and law enforcement agencies).
- To specific named host venues for projects you have attended or will be attending. In these cases we will always ask for your explicit consent before doing so, with the exception of an enquiry relating to safeguarding information.

### **How do we protect your data?**

We will put in place appropriate safeguards (both in terms of our procedures and the technology we use) to keep your personal information as secure as possible. We will ensure that any third parties we use for processing your personal information do the same.

We will not transfer, process or store your data anywhere that is outside of the European Economic Area.

### **Maintaining your personal information**

We store your personal information indefinitely such that for any subsequent services you provide we are able to hold for you on our system. If we are holding your personal information as a parent/guardian of a child under 18, we will hold your information until the child turns 18 at which point we will destroy the information unless you request for us to keep it for marketing purposes.

If there are aspects of your record that are inaccurate or that you would like to remove, you can usually do this by logging in to your account through our website. Alternatively please use the contact details at the end of this policy.

Any objections you make to any processing of your data will be stored against your record on our system so that we can comply with your requests.

### **Your rights to your personal information**

You have a right to request a copy of the personal information that we hold about you and to have any inaccuracies in this data corrected. Please use the contact details at the end of this policy if you would like to exercise this right.

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

### **What are your rights?**

You should find it easy to access and amend the personal information that we hold on you, or request that we stop contacting you. It's your data and we want to make sure you feel in control of it.

You can contact us by phoning, emailing, or writing using our contact details below.

Every email we send to you will include details on how to change your communications preferences or unsubscribe from future communications.

You can request full details of personal information we hold about you under the Data Protection Act 1998, or after 25 May 2018, The General Data Protection Regulation, by contacting Middlesbrough Council. Please send a description of the information you would like to see, together with proof of your identity, to the [data protection team](#).

You have the right to get information held about you by us corrected. If you have any concern about the accuracy of your personal data, please let us know using the below contact details. If you would like us to remove the personal information we hold about you, please contact us using the below contact details.

By post: Musinc, Myplace, Custom House, North Street, Middlesbrough, TS2 1JP

By email: [musinc@middlesbrough.gov.uk](mailto:musinc@middlesbrough.gov.uk)

By phone: 01642 728379

You have the right to lodge a complaint with the supervisory authority, The Information Commissioner's Office – [www.ico.org.uk](http://www.ico.org.uk)

### **How do I find further information?**

Further information on data protection regulations and laws can be found here:

- Data Protection: <https://ico.org.uk/for-the-public>

Please get in touch with us if you have any questions about any aspect of this privacy policy, and in particular if you would like to object to any processing of your personal information that we carry out for our legitimate organizational interests.

## **Media Consent/Publicity**

Specific request for media consent is included in the forms completed by parents/guardians of young people under 18. We collect media consent for each individual participant in relation to all video, photo and audio evidence. Musinc and Youth Music use media from projects as evidence of the work delivered and for marketing purposes (see below).

Musinc will only release any media with full permissions from parents/guardians of participating young people and individuals have the right to review and withdraw media consent at any time.

Musinc, Youth Music and its project partners and delegate colleagues (with appropriate permissions) can use any photograph(s)/film(s)/audio recording(s) produced from the project to promote and advertise the project on websites, newsletters, magazines, social media and in other publicity materials.

This agreement shall be governed by General Data Protection Regulation 2018

Musinc presume permissions are in place from music leaders and host organisation staff for photographs/media to be used unless we are notified otherwise.