

Southern Sinfonia

Data Protection Policy

(Adopted: May 2026 | Review Date: May 2027)

1. Policy Statement

Southern Sinfonia is committed to protecting the privacy and personal data of all individuals we engage with, including musicians, audiences, volunteers, donors, and partners.

We will ensure that all personal data is handled in accordance with the [UK General Data Protection Regulation](#) and the [Data Protection Act 2018](#).

2. Scope

This policy applies to all personal data processed by Southern Sinfonia, including data relating to:

- Audience members and ticket purchasers
- Musicians and contractors
- Volunteers and trustees
- Donors and supporters
- Mailing list subscribers
-

It applies to all formats, including:

- Digital records (email, databases, ticketing systems)
- Paper records
- Photographs, video, and audio recordings

3. Key Principles

Southern Sinfonia adheres to the following data protection principles:

3.1 Lawfulness, Fairness, and Transparency

Data will be collected and used fairly, with clear information provided about how it is used.

3.2 Purpose Limitation

Data will only be collected for specified, explicit purposes and not used in ways incompatible with those purposes.

3.3 Data Minimisation

Only data that is necessary will be collected and retained.

3.4 Accuracy

We will take reasonable steps to ensure data is accurate and up to date.

3.5 Storage Limitation

Data will not be kept longer than necessary.

3.6 Integrity and Confidentiality

Appropriate security measures will be in place to protect personal data.

4. Lawful Basis for Processing

Southern Sinfonia processes personal data under the following lawful bases:

- Consent – e.g. mailing lists and marketing communications
- Contract – e.g. engaging musicians or selling tickets

- Legal obligation – e.g. financial record keeping
- Legitimate interests – e.g. promoting events and maintaining relationships

5. Types of Data Collected

We may collect and process the following:

- Names and contact details (email, phone, address)
- Ticket purchase and attendance records
- Payment information (processed securely via third parties)
- Photographs and video recordings of events
- Accessibility requirements (where voluntarily provided)

6. Data Storage and Security

Southern Sinfonia will:

- Store data securely using password-protected systems
- Limit access to authorised personnel only
- Use reputable third-party providers (e.g. ticketing platforms)
- Ensure secure disposal of data when no longer required

Paper records will be stored securely and destroyed appropriately.

7. Data Sharing

We will not sell personal data.

Data may be shared with:

- Trusted service providers (e.g. ticketing systems, email platforms)
- Partner organisations (where necessary for event delivery)
- Legal or regulatory authorities when required

All data sharing will comply with applicable legislation

8. Data Retention

Data will be retained only for as long as necessary, including:

- Financial records: up to 6 years (legal requirement)
- Mailing lists: until consent is withdrawn
- Event records: as needed for operational purposes

9. Individual Rights

Individuals have the right to:

- Access their personal data
- Request correction of inaccurate data
- Request deletion (“right to be forgotten”)
- Restrict or object to processing
- Withdraw consent at any time

Requests should be made in writing to the organisation.

10. Data Breaches

In the event of a data breach, Southern Sinfonia will:

- Assess the risk to individuals
- Take immediate steps to contain the breach
- Notify the Information Commissioner’s Office where required
- Inform affected individuals if there is a high risk

11. Photography and Media

Photography and video may be taken at events for promotional purposes.

- Clear signage will inform attendees

- Individuals may opt out where practical
- Special care will be taken when involving children or vulnerable individuals

12. Responsibilities

Trustees

- Ensure compliance with data protection laws
- Oversee policy implementation

Data Controller

Southern Sinfonia acts as the Data Controller for personal data.

All Staff and Volunteers

- Handle data responsibly
- Follow this policy
- Report concerns or breaches immediately

13. Contact

For all data protection queries, requests, or concerns:

Southern Sinfonia

Email: info@southernsinfonia.co.uk

Address: 2 Wilton Close, Taunton TA1 4EZ

14. Review

This policy will be reviewed annually or when required by changes in legislation or organisational practice.

