



Cambridgeshire Music Privacy Notice

Cambridgeshire Music (a team within the Learning Directorate of Cambridgeshire County Council) collects and uses information to provide services and to fulfil our statutory obligations as a public authority.

Everything we do with information about living people – such as how we collect it and who we share it with – has to comply with the Data Protection Act. A key part of this is being open about how we use information and what rights you have in respect of information we hold about you.

This privacy notice is published on Cambridgeshire Music's website www.cambridgeshiremusic.org.uk. People who sign up to services or to our newsletter, create an account on our websites or enter into a contract with us are signposted to this notice and asked to give their consent as part of the sign-up or account creation process.

If anything in this notice is not clear, or if you have further queries, please get in contact with the Data Protection Officer using the details at the end.

1. What information do we hold?

We collect information about people who live in Cambridgeshire as well as people outside the county who use or who are interested in services that we provide. The specific details collected, and how, vary depending on the service being provided. They will begin with the standard contact details and then any additional information.

1.1 We collect information about:

- People using or requesting our services

- The families and other support workers of children and vulnerable people using or requesting our services
- People who are beneficiaries of our services
- Our employees and board members
- People who give us feedback
- People who are supplying services to us, and those who might be interested in supplying services to us
- People working for organisations that are supplying services to us or that are partners in delivering our services, and those working for organisations that might be interested in supplying services to us or being partners in delivering our services
- People interested in working with us or finding out more about our work
- People who support our work financially or in-kind, and those who might be interested in supporting our work financially or in-kind
- People working for organisations that support our work financially or in-kind, and those working for organisations that might be interested in supporting our work financially or in-kind

1.2. The details we collect may include:

- Name and contact details
- Encrypted password
- Personal identification information e.g. date of birth, gender
- Education data
- Health-related data
- Disability status and racial or ethnic origin
- Photos, audio files and videos
- Consent for sharing of photos, audio files and videos
- What services are booked and what delivered - when, by whom and how
- Information specific to the service we are providing e.g. musical instrument learnt, dietary requirements
- Payments to us and payments by us
- Feedback on our services
- Employment records
- Project plans
- Funding applications

1.3 We collect details by:

- People signing up to our websites <https://www.cambridgeshiremusic.org.uk/> and <https://www.mushcamb.org.uk/>
- People signing up to our mailing list on the Mailchimp web platform
- People downloading forms from our website, which they fill in by hand and send back to us
- People signing up to our finance and HR system ERP Gold
- People giving us details verbally and by email
- Reviewing publically accessible websites
- People taking part in our surveys using the SmartSurvey web platform
- Taking photos and videos of people who have given us permission to do so
- Other organisations giving us relevant education, social care and medical information relating to an individual using our services

2. Why do we have it and what do we use it for

Whenever we use information, we always limit this to only the details that are needed and we ensure that it is used safely and securely. We require anyone we share information with, or who uses it on our behalf, to do so too. All staff [and councillors] receive training on data protection and information security.

2.1 We use the information for:

- Holding and updating information about the use of our services
- Planning service delivery
- Assessing funding applications
- Processing payments
- Planning and forecasting our finances
- Collecting, analysing and acting on feedback
- Reporting trends, achievements and risks to our staff, board and stakeholders
- Learning about how our services are used and then applying that learning to improve our services
- Promoting our services and our partners' services
- Tracking and reporting HR information
- Recruiting staff
- Engaging suppliers
- Asking for support
- Working in partnership with individuals and organisations

2.2 We hold and process data under the legal bases of contract, consent and legitimate interest. Where there is a contractual requirement to hold and process data, we are not able to provide our service without this data.

2.3 We profile our data using a third-party supplier in order to find out where our customers are based and what their behavioural profiles are (using Mosiac and other relevant frameworks). This enables us to access where there is need for our services and plan how best to communicate with people.

3. Who we share information with and why

All information sharing is done with reference to the principles set out in the Cambridgeshire and Peterborough Information Sharing Framework.

3.1 We share information with the following recipients within the EU:

- Our board members
- Other services within Cambridgeshire County Council
- Service delivery suppliers and partners
- LGSS (a shared service provider for the public sector)
- Data profiling suppliers
- Communications services suppliers

3.2 We share information with the following recipients outside the EU:

- MailChimp (our automated email platform)

3.3 We share information with these recipients in order to:

- Enable people to receive our e-newsletter
- Process contracts and payments
- Make fair and balanced decisions about how to apply our funding
- Access external expertise and resources for the delivery of our services in order to maximise quality and achieve value for money
- Run back office functions efficiently and cost effectively
- Find out where our customers are based and what their behavioural profiles are

4. How long we keep hold of information

We only keep information for as long as it is needed. This will be based on either a legal requirement (where a law says we have to keep information for a specific period of time) or accepted business practice.

4.1 We will retain your information for as long as your account is active or as long as needed to provide you with our services. We may also retain and use your information in order to comply with our legal obligations, resolve disputes, prevent abuse, and enforce our agreements.

5. What rights you have

You have various rights around the data we hold about you.

- Right of access (to receive a copy of your personal data)
- Right to rectification (to request data is corrected inaccurate)
- Right to erasure (to request that data is deleted)
- Right to restrict processing (to request we don't use your data in a certain way)
- Right to data portability (in some cases, you can ask to receive a copy of your data in a commonly-used electronic format so that it can be given to someone else)
- Right to object (generally to make a complaint about any aspect of our use of your data)
- Right to have explained if there will be any automated decision-making, including profiling, based on your data and for the logic behind this to be explained to you.

Any such request can be submitted to the Cambridgeshire County Council Data Protection Officer. Whether we can agree to your request will depend on the specific circumstances and if we cannot then we will explain the reasons why.

If we are processing your information based on you giving us consent to do so, you have the right to withdraw your consent at any time. Doing so may mean we are unable to provide the service you are hoping to receive and the implications of you giving or withdrawing your consent will be explained at the time.

If you are unhappy with any aspect of how your information has been collected and/or used, you can make a complaint to the Data Protection Officer. You can also report concerns to the national regulator, the Information Commissioner's Office. Their details can be found on their website:

<https://ico.org.uk/concerns/handling/>

Contact details

If anything in this notice is not clear, or if you have further queries, please get in contact with the Data Protection Officer.

Data Protection Officer, Cambridgeshire County Council, Shire Hall, OCT1224,
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Tel. 01223 699137

<https://www.cambridgeshire.gov.uk/privacy>