

## **Privacy Policy - Friends of Cwmdu Music**

### **Who are we?**

Friends of Cwmdu Music is a charity based in Cwmdu, Crickhowell, Mid-Wales. Our objectives include the advancement of the arts, in particular the art of music (see <https://info.cwmdumusic.org/About.html>).

### **How do we collect information from you?**

We obtain information about you if you register to receive one of our newsletters, or fill in an information form at one of our concerts (for example a questionnaire or to register as a *Friend*). Generally within our website we do not track you, but be aware that pages with links to external content (such as videos hosted at YouTube do contain tracking by Google which is out of our control).

### **What type of information do we collect from you?**

The personal information we collect might include your name, address and email address. If you purchase a ticket from us on our online store, your card information is not held by us—it is collected by our third party payment processor, Stripe who specialise in the secure online capture and processing of credit/debit card transactions, as explained below. If you pay for a concert ticket at-the-door by card our secure payment processor is Square.

### **How is your information used?**

We may use your information to:

- process a ticket order that you have submitted
- send you newsletters about our forthcoming concerts

### **Who has access to your information?**

We will never pass your information to third parties, (apart from our secure payment providers as part of letting you view our site and purchase tickets). In the event of Friends of Cwmdu Music being disbanded, we shall destroy the information we hold about you. *Third Party Service Providers working on our behalf:*

We use a secure third party service to process online orders, but never have access to your credit card details. Additionally we link to third parties on our website.

### **Security precautions in place to protect the loss, misuse or alteration of your information**

*All* of your interactions with our website, including of course, ticket purchase are securely encrypted (depending on your web browser you may see this indicated by a ‘padlock’ symbol). This means that no third parties can view what you access. However, when you send an email to us, the way in which this technology works means that it is not guaranteed to be secure; so you must never include sensitive information such as credit card details in any email to us.

We will *never* email you asking for sensitive information, and if you receive such an email apparently from us please ignore and report it to us.

If you search the web for our information, be aware that many search engines track your interactions for monetary gain. One that doesn’t is the (improbably named, but praised) DuckDuckGo Search Engine—it is available to set as a default in many browsers and mobile devices. Additionally your web browser may allow you to enable tracking prevention.

For your general security, make sure that your phones, tablets or computers are updated regularly, choose secure passwords—preferably generated and stored by a password manager, and be aware that you *will* inevitably receive emails which claim to be from services (your bank, utilities etc), but are ‘phishing’ attacks to glean sensitive information.

### **Your choices**

You can choose to subscribe to our occasional newsletter, via the form on our web page. You can unsubscribe at any time using the link in the footer of each mailing. You can also choose to become a Friend or Patron, by payment of the appropriate annual fee. You can revoke this membership by email to our contact [address]([mailto: info@cwmdumusic.org](mailto:info@cwmdumusic.org)).

### **‘Profiling’**

Our mailings may use your interactions to help us improve our communications, for example by checking whether they have been successfully delivered.

### **Use of 'cookies'**

While we don't use cookies on our pages, the Friends of Cwmdu Music website contains content (primarily YouTube videos) which do. 'Cookies' are small pieces of information sent to your computer to allow a website to recognise you when you visit, and hold information during your browsing of it. You can switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using external websites, but you'll see much of the information.

### **'Alt' text**

We provide 'alt text' on our images, so that they can be interpreted by screen readers, but we link to external sites which may not.

### **Links to other websites**

Our website may contain links to websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.