

PRIVACY POLICY

Living Song CIC is a small business dedicated to empowerment of individual young artists, teachers and communities through singing. We aim always to work with integrity and to this end to keep your data safe, using it only with your permission.

This Privacy Policy governs the manner in which Living Song collects, uses, maintains and discloses information collected from users (each, a “user”) of the <http://www.livingsong.org/> website (“site”).

This privacy policy applies to the site and all products and services offered by Living Song CIC.

Personal identification information

We may collect personal identification information from users in a variety of ways, including, but not limited to, when users visit our site, respond to a survey, fill out a form, and in connection with other activities, services, features or resources we make available on our site. Users may be asked for, as appropriate, name, email address, mailing address, phone number. Users may, however, visit our site anonymously. We will collect personal identification information from users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities.

Non-personal identification information

We may collect non-personal identification information about users whenever they interact with our site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

Web browser cookies

Our site may use “cookies” to enhance User experience. The user’s web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. The user may choose to set their web browser to refuse cookies, or to alert them when cookies are being sent. If they do so, note that some parts of the site may not function properly.

What data we collect

We collect some data directly from you when you register for our newsletter. This data includes the following:

1. Your full name
2. Your email address
3. Your postcode and address (if you choose to provide them)

We may on occasions, on a project-by-project basis collect on a voluntary basis

- a. Basic demographic information (for example, your age and gender)
- b. Regional location

- c. Gender
- d. Ethnicity
- e. S.E.N.D
- f. L.G.B.T

This to ensure that living Song CIC is accessible to all. We will contact all registered users if and when this is the case, to ask for specific, but voluntary permission.

How we use collected information

Living Song may collect and use users' personal information for the following purposes:

- To improve customer service - Information provided helps us respond to user service requests and support needs more efficiently.
- To improve our Site - We may use feedback provided to improve our products and services.
- To send periodic emails - We may use the email address supplied to respond to enquiries, questions, and/or other requests.

Mailing List

If the user decides to opt-in to our mailing list, they will receive quarterly emails that may include company news, updates, related product or service information, etc. If at any time the user would like to **Unsubscribe** from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email or the user may contact us via our site.

Making Contact

We endeavor to ensure all communications with regards information about our projects and programmes are succinct and relevant to the recipient. We are committed to communications during office hours only, except on occasions when the recipient is on a different international time. In this case we will email during UK office hours between 9am – 6pm GMT.

Archiving

Living Song CIC presents audio and film on the website. These involve participants who have signed media agreements, in the understanding that this is not-for-profit, but rather to showcase and celebrate the work we do. We endeavor to inform all participants when new items are placed on the website.

How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, transaction information and data stored on our site.

Sharing your personal information

We do not sell, trade, or rent users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above.

Cyber Security

Our website is based on a server protected by SSH keys, firewall, SSL/TLS encryption, service auditing, file auditing and intrusion detection systems and regularly updated by our webmaster MacGuy (contact: soundpartners.co.uk).

Changes to this privacy policy

Living Song has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. Users acknowledge and agree that it is their responsibility to review this privacy policy periodically and become aware of modifications.

How long do we keep your personal data?

We will keep your contact information for as long as the user keeps registered with the Living Song CIC website. Generic and statistical information gathered on a project-by-project basis will remain as part of specific evaluation and reports.

Your acceptance of these terms

By using this site, you signify your acceptance of this policy and terms of service. If you do not agree to this policy, please do not use our site. Your continued use of the site following the posting of changes to this policy will be deemed your acceptance of those changes.

Contacting us

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact our Designated Privacy Officer (DPO) through the website contact page.