

## Privacy notice

Last updated: 02 November 2023

<https://www.ascotbrass.org.uk> and <https://www.ascotbrasstickets.org.uk> ('Website') is provided by Ascot Brass ('we'/'us'/'our'). In doing so, we may be in a position to receive and process personal information relating to you. As the controller of this information, we're providing this Privacy Notice ('Notice') to explain our approach to personal information.

We intend only to process personal information fairly and transparently as required by data protection law including the UK General Data Protection Regulation (UK GDPR). In particular, before obtaining information from you (including through use of cookies) we intend to alert you to this Notice, let you know how we intend to process the information (including through use of cookies) and that we'll only process the information as permitted by law. The UK GDPR also defines certain 'special categories' of personal information that's considered more sensitive. These categories require a higher level of protection, as explained below.

Of course, you may browse parts of this Website without providing any information about yourself and without accepting cookies. In that case, it's unlikely we'll possess and process any information relating to you.

We'll start this Notice by setting out the conditions we must satisfy before processing your data. However, you may wish to start with the table at clause 4, which summarises what we intend to collect, or the table at clause 8.5, which summarises our use of cookies. The Notice also explains some of the security measures we take to protect your personal information, and tells you certain things we will or won't do.

Sometimes, when you engage with us, we might wish to provide you with further information about similar activities by written electronic

communication. In that situation, we will always give you the opportunity to refuse to receive that further information and if you change your mind please let us know. We'll endeavour to remind you of your right to opt-out on each occasion that we provide such information.

#### Identity and contact details

Charity number: 1107905

Charity registered office: 35 Thames Meadow, SHEPPERTON, Middlesex, TW17 8LT

[privacy@ascotbrass.org.uk](mailto:privacy@ascotbrass.org.uk)

When we're allowed to collect information from you

We will only collect personal information relating to you if one of the following conditions has been satisfied:

The processing is necessary for the performance of a response to your question, response or activity you wish to attend or book us for.

The processing is necessary so that we can comply with the law.

The processing is necessary to protect someone's life.

The processing is necessary for the performance of a task that's in the public interest.

The processing is necessary for our or another's legitimate interests – but in this case, we'll balance those interests against your interests.

#### How to consent

If we need your consent to collect and use certain information, we'll provide you with the opportunity to tell us that you're happy to provide that information at the point of collecting it.

If at any point in time you change your mind and decide that you want to withdraw your consent, please let us know and we'll endeavour to stop processing your information in the specified manner, or we'll delete your data if there is no continuing reason for possessing it.

If you don't consent to a particular bit of processing, we'll endeavour to ensure that the Website and our service continue to operate without the need for that information.

Information we expect to collect from you

We envisage collecting the following types of information from you:

Information type	Purpose and related details	Justification
Contact information including name	We collect this to be able to answer any questions sent via our website contact form or to respond to any requests for event tickets	We'll have your implied consent because the first contact will be a request from you to us
Information relating to any question, ticket or booking request	We collect this to be able to answer any questions sent via our website contact form or to respond to any requests for event tickets or band bookings	We'll have your implied consent because the first contact will be a request from you to us

We may collect personal information about you from a number of sources, including the following:

From you when you agree to attend an activity provided by us, in which case this may include your contact details and how you will pay for any ticket or donation.

From you when you contact us with an enquiry or in response to a communication from us, in which case, this may tell us something about how you engage with us.

From when you voluntarily complete a form to sign up to receive our newsletter.

As you interact with this Website, we may automatically collect technical information about your equipment, browsing actions and patterns. This data is not used to personally identify you. We may collect this personal information by using cookies and other similar technologies.

From third parties to whom you have provided information with your

consent to pass it on to other organisations or persons – when we receive such information, we will let you know as soon as is reasonably practicable. If you refuse to provide information requested, then if that information is necessary for an activity we provide to you we may need to stop providing that service.

If at any point you think we've invited you to provide information without explaining why, feel free to object and ask for our reasons.

### Using your personal information

Data protection, privacy and security are important to us, and we shall only use your personal information for specified purposes and shall not keep such personal information longer than is necessary to fulfil these purposes. The following are examples of such purposes. We have also indicated below which UK GDPR justification applies, however it will depend on the circumstances of each case.

To help us to identify you when you contact us. This will normally be necessary to interact with your request.

To help to prevent and detect fraud or loss. This will only be done in certain circumstances when we consider it necessary or the law requires it.

To allow us to contact you by written electronic or paper means (such as email, text or multimedia messages) about activities offered by us where: these activities are similar to those you have already contacted us about in the past,

you were given the opportunity to opt out of being contacted by us at the time your personal information was originally collected by us and at the time of our subsequent communications with you, and  
you have not opted out of us contacting you.

To allow us to contact you in any way (including mail, email, telephone, visit, text or multimedia messages) about activities offered by us where you have expressly consented to us doing so.

When it's required by law, we'll check your details with fraud prevention agencies. If you provide false or inaccurate information and we suspect fraud, we intend to record this.

We will not disclose your personal information to any third party except as strictly necessary in the performance of any ticket requests with our

ticketing partners.

Where you give us personal information on behalf of someone else, you confirm that you have provided them with the information set out in this Notice and that they have not objected to such use of their personal information.

We may allow other people and organisations to use personal information we hold about you in the following circumstances:

If we have been legitimately asked to provide information for legal or regulatory purposes or as part of legal proceedings or prospective legal proceedings.

We may employ companies and individuals to perform functions on our behalf and we may disclose your personal information to these parties for the purposes set out above, for example, for fulfilling ticket orders. We require all third-party service providers processing your personal information for us (as our data processor) to respect the security of your personal data and to treat it in accordance with the law. We do not allow them to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

### Protecting information

We have strict security measures to protect personal information.

We work to protect the security of your information during transmission by using Secure Sockets Layer (SSL) software to encrypt information you input. We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personally identifiable customer information. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you.

It is important for you to protect against unauthorised access to your password and to your computer. Be sure to sign off when you finish using a shared computer.

### The internet

If you communicate with us using the internet, we may occasionally email

you about our services and products. When you first give us personal information through the Website, we will normally give you the opportunity to say whether you would prefer that we don't contact you by email for that purpose. You can also always send us an email (at the address set out below) at any time if you change your mind.

Please remember that communications over the internet, such as emails and webmails (messages sent through a website), are not secure unless they have been encrypted. We cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

#### Cookies and other internet tracking technology

The use of our website sometimes involves placing small amounts of information on your computer, which is sent back to us at a later time. These are called 'cookies'. These cookies are listed in the table at clause 8.3.

To learn more about cookies, you may wish to visit:

[www.allaboutcookies.org](http://www.allaboutcookies.org), [www.youronlinechoices.eu](http://www.youronlinechoices.eu) or [www.google.com/policies/technologies/cookies/](http://www.google.com/policies/technologies/cookies/)

This Website uses, or allows use of, the following cookies:

Cookie name	Cookie qualities	Consent needed
DYNSRV	This cookie is used for load balancing purposes to decide which server to send the visitor. Category 1 - essential First party: we're placing the cookie Session cookie	No
Wires	The Wires cookie is associated with the functionality of our contact form and assists us to gather and safely relay messages left on our website Category 1 - essential	No

	First party: we're placing the cookie Session cookie	
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The distinctions referred to in the above table are as follows:

First party versus third party cookies – we set first party cookies ourselves; third party cookies are set by other entities via our Website.

Session versus persistent cookies – session cookies only persist for the duration of that visit; persistent cookies last for longer.

Categories 1-4 found in the ICC UK Cookie guide, as explained below.

Category 1 cookies don't require your consent, though we must still tell you about those cookies. Categories 2-4 do require your specific and informed consent.

Category 1	Strictly necessary	These cookies are essential in order to enable you to move around the website and use its features, such as accessing secure areas of the website. Without these cookies services you have asked for, like shopping baskets or e-billing, cannot be provided.  We include in this category cookies that are used only for electronic communication. (The ICC doesn't refer to these cookies, but the law is the same.)
Category 2	Performance	These cookies collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages. This information is only used to improve how a website works.
Category 3	Functionality	These cookies allow the website to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. For instance, a website may be able to provide you with local weather reports or traffic news by storing in a cookie the region in which you are currently

		located. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. They may also be used to provide services you have asked for such as a live chat session.
Category 4	Targeting and advertising	These cookies are used to deliver adverts more relevant to you and your interests. They are also used to limit the number of times you see an advertisement as well as help measure the effectiveness of the advertising campaign. They are usually placed by advertising networks with the website operator's permission. They remember that you have visited a website and this information is shared with other organisations such as advertisers. Quite often targeting or advertising cookies will be linked to site functionality provided by the other organisation.

As with any other information we may collect from you, we'll work to protect the security of your information during transmission by using Secure Sockets Layer (SSL) software to encrypt information you input.

The Website may include links to third-party websites. We do not provide any personally identifiable customer personal information to these third-party websites unless permitted in accordance with this privacy notice, however as to cookies please see above clause 8.

We exclude all liability for loss that you may incur when using these third-party websites.

### Your legal rights

Under certain circumstances, you have rights under data protection laws in relation to your personal information.

You have the right to:

Request access to your personal information (commonly known as a 'data subject access request'). This enables you to receive a copy of the



personal information we hold about you and to check that we are lawfully processing it.

Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected, though we may need to verify the accuracy of the new information you provide to us.

Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we're required to erase your personal information to comply with the law. Note, however, that we may not always be able to comply with your request for erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal information where we're relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we're processing your personal information for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal information. This enables you to ask us to suspend the processing of your personal information in the following situations:

if you want us to establish the information's accuracy;

where our use of the information is unlawful but you do not want us to erase it;

where you need us to hold the information even if we no longer require it as you need it to establish, exercise or defend legal claims; or  
you have objected to our use of your information but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal information to you or to a third party. We will provide to you, or a third party you have chosen, your personal

information in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we're relying on consent to process your personal information. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive.

Alternatively, we may refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal information (or to exercise any of your other rights). This is a security measure to ensure that personal information is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

#### Further information

If you would like any more information or you have any comments about this Notice, or if you wish to exercise any of your legal rights, please either write to us at Data Protection Manager, Ascot Brass, 35 Thames Meadow, SHEPPERTON, Middlesex, TW17 8LT, or email us at [privacy@ascotbrass.org.uk](mailto:privacy@ascotbrass.org.uk). Please note that we may have to amend this Notice on occasion, for example if we change the cookies that we use. If we do that, we will publish the amended version on the Website. In that situation we will endeavour to alert you to the change, but it's also your responsibility to check regularly to

determine whether this Notice has changed.

You can ask us for a copy of this Notice by writing to the above address or by emailing us at [privacy@ascotbrass.org.uk](mailto:privacy@ascotbrass.org.uk). This Notice applies to personal information we hold about individuals. It does not apply to information we hold about companies and other organisations.