

Shaldon Festival of Music

Privacy Policy 2025

Shaldon Festival of Music is a charity registered as The Shaldon Festival. This Privacy Notice explains what personal data we collect, how we use your personal data, reasons we may need to disclose your personal data to others and how we store your personal data securely.

What type of data do we collect from you?

When you are visiting our website, we will record the following information in order to help us improve your use of our website:

- Your Browser
- Your Operating system
- Your IP address

We will also record the following:

- Your Personal details (name, address, email, phone number)
- Your Payment details when made electronically, for as long as necessary to process payments
- Your purchases, bookings and donations you have made to Shaldon Festival of Music

We may also keep details of your visits to our website for our own analysis. Any paper or electronic

correspondence is retained for as long as it is relevant to the issue raised.

How do we collect this information?

When you agree to become a Friend of Shaldon Festival of Music you provide your contact details

to us as part of the membership process.

Through our website we also collect the names and addresses of people who subscribe to the Festival's mailing list. Our mailing list subscribers, and anyone who has asked to be kept informed about Festival activities using electronic communication, will be registered as subscribers to the industry standard on-line marketing service called MailChimp (<https://mailchimp.com>).

When you book Festival Tickets through Ticketsource www.ticketsource.co.uk your contact details are passed to us for our mailing list and for our own in-house analysis.

N.B. We will not contact you for these marketing purposes by email unless you have given your prior consent.

Why do we store your personal data and for how long?

We need personal information to identify our Festival Friends as these people receive benefits in return for their loyalty and support of the Festival.

We use contact details to keep our Friends informed about the Festival.

We update our list of subscribers and the personal information held by us on an annual basis as part of our Friends renewal application process.

We hold information on mailing list subscribers until a request to "unsubscribe" is received.

We aim to comply to all data requests within 14 days.

If you have agreed for a donation to be treated as Gift Aid, we are required under UK tax law to retain your basic personal data (name, address, contact details) for a minimum period of six years after which time it will be destroyed.

How do we keep your data secure?

We limit access to your data to trustees, agents, contractor or third parties who have a business need to know. They will process your personal data only on our instructions and are subject to a duty of confidentiality.

Links to other websites

Our website contains links to other websites. Please be aware that Shaldon Festival of Music is not responsible for the privacy practices of such other sites and we encourage you to read the privacy statements of every website that collects personally identifiable information. The Shaldon Festival of Music privacy policy as described herein applies solely to information collected by Shaldon Festival of Music.

Sharing of your personal data

We will share your personal data only with third parties who provide services on our behalf such as MailChimp (<https://mailchimp.com>) and TicketSource www.ticketsource.co.uk and we will only share data which is necessary for them to provide the service.

Weatherheads Web (www.weatherheadsweb.co.uk) designed the Shaldon Festival of Music website and use IONOS I to host the website.

Google Analytics. We use Google analytics on our website. How Google uses the data when you use our website may be found at: <https://policies.google.com/privacy/partners>
Cookie Notice

We follow standard practice. This website uses cookies to distinguish you from other users of the Shaldon Festival of Music website. This helps us to provide you with a good experience when you browse the website and also allows us to improve the website.

By continuing to browse the website, you are agreeing to our use of cookies as set out by this notice.

Information about cookies

A cookie is a small file of letters and numbers that, if you agree to their use, is stored on your browser or the hard drive of your computer or device. They contain information that is transferred to your hard drive.

The cookies that we could use can be split into the following categories:

- **Strictly necessary cookies:** These are cookies that are required for the operation of the website. They include, for example, cookies that enable you to log into parts of the website.
- **Analytical/performance cookies:** These cookies allow us to recognise and count the number of visitors to the website and to see how they move around within the website when they are using it. This helps us to improve the way the website works, for example, by ensuring that users are finding what they are looking for easily.
- **Functionality cookies:** These are used to recognise you when you return to the website. This enables us to personalise our content for you.
- **Targeting cookies:** These cookies record your visit to the website, the pages you have visited and the links you have followed. We may share this information with third parties (see our Privacy Policy for more information on how we use information we collect from you).

Your rights:

If you believe that the personal information we hold about you is incorrect please request to see this information and have it corrected or deleted. For all communications to Shaldon Festival under the GDPR, please write to the The Trustees, c/o Starboard, 71B Teignmouth Road, Teignmouth TQ14 8UN or Email: secretary@shaldonfestival.co.uk. If you are not satisfied with the response you can complain to the Information Commissioner's Office (<https://ico.org.uk>).

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