

HARMONY MAIDSTONE

Last revised 29th April 2025

Harmony Maidstone of BTA, EMR Building, The Oast, West Mailing, ME19 6DZ, a registered charity number 1128315 ("**Harmony Maidstone**" or "**we**" or "**our**" or "**us**") takes data privacy seriously. This Privacy Policy informs the users of <https://harmonymaidstone.co.uk/> ("**Website**") and attendees of our sessions, workshops and events how we, as Controller within the meaning of the General Data Protection Regulation ("**GDPR**") collect and process your personal data.

1. What personal data do we process about you and why?

1.1 Metadata

When you use the Website, we may collect the following information about you: browser type and version, operating system and interface, website from which you are visiting us (referrer URL), webpage(s) you are visiting on our Website, date and time of accessing our Website, and internet protocol (IP) address.

Your IP address will be used to enable your access to our Website. The metadata, including the shortened IP address, will be used to improve the quality and services of our Website and services by analysing the usage behaviour of our users.

1.2 Marketing

If you choose to sign up to our newsletter, we will collect your email address. We will send you newsletters about our upcoming activities, charity changes, offers and opportunities to get involved and support us, and you can unsubscribe at any time by clicking the 'unsubscribe' link in any of our emails, or by contacting us using the contact form on the Website.

Where you have participated in a session or event and have given consent for us to use your image (photo or video), name, and/or quote/comments via our Release Form, we may use such personal data on promotional flyers, on our social media sites (e.g., TikTok, YouTube, Instagram, and Facebook), on posters, and on our Website.

1.3 Registering for Sessions

When you register for a session with us, we may collect your name, age, date of birth, address, next of kin, email, phone number, social media handle(s), pronouns, salutation, and, where required information about allergies and/or disabilities. We collect this information to be able to facilitate the sessions, as well as ensuring we are able to provide you with accessible access, if required, and to ensure we do not provide you with any food that you may be allergic to.

1.4 Feedback Forms

If you have attended a session or event, we may ask you to complete a feedback form. We may collect your name, age, date of birth, address, next of kin, email, phone number, social media handle(s), pronouns, salutation, and feedback about the session/event.

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1.5 Membership

If you choose to become a member, we will collect first name, last name, email address, phone number (optional), and the type of membership that you are interested in. We collect this information to be able to facilitate your membership.

1.6 Sponsorship

If you choose to become a sponsor, your payment will be processed by PayPal. We do not collect any of your payment information.

1.7 Donations

You can donate via Crowdfunder or via PayPal. We do not collect any of your payment information.

1.8 Funding Applications and Reporting

Where you have participated in a session or event and have given consent for us to use your image (photo or video), name, and/or quote/comments via our Release Form, we may use such personal data in applications for funding to prospective funders and sponsors.

We may use such personal data in reports to our funders and sponsors, and those third parties may use such personal data on their websites, for example, on a page where they state that they sponsor us.

1.9 Contacting Us

On our website, we offer you the opportunity to contact us via a contact form. For this we need the following personal data from you: name, email, and message. The personal data that you provide us in the context of this contact request will only be used to answer your query.

We may communicate with partner organisations (sponsors) and funders via email once you have provided your details to us via a form on the Website. Our email service provider is Google.

2. Third Party Service Providers

1.1 Payment Providers

When you register to become a member or sponsor or make a donation, we use PayPal to collect your payment. PayPal is a separate Controller of the personal data they collect from you and are therefore responsible for that personal data. We therefore encourage you to read their Privacy Policy at <https://www.paypal.com/uk/legalhub/paypal/privacy-full>. Should you have any queries or complaints about the use of your personal data by PayPal, you should contact them directly.

You can also choose to make a donation via Crowdfunder. Crowdfunder is a separate Controller of the personal data they collect from you and are therefore responsible for that personal data. We

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therefore encourage you to read their Privacy Policy at <https://www.crowdfunder.co.uk/privacy-policy>. Should you have any queries or complaints about the use of your personal data by Crowdfunder, you should contact them directly.

1.2 Forms

All forms on our website are powered by Google Forms. Google is a Processor in this instance, and therefore we remain responsible for the personal data you provide to us via these forms. However, as Google will store the personal data you provide to us in these forms, we encourage you to read their Privacy Policy: <https://policies.google.com/privacy>. Should you have any queries or complaints about the use of your personal data by Google, please contact us.

3. Lawful Basis to Process Your Personal Information

We rely on the following lawful bases for the collection, processing, and use of your personal data:

- your consent - for example, when you sign up to our newsletters;
- Legitimate interest – where we have a genuine interest in using your personal data, for example, in funding applications;
- Legal obligation – where we are required by law to provide your personal data;
- Vital interests – in the event you are taken ill during a session or event and are unable to provide consent for us to use your personal data to assist you, we will rely on vital interests to contact your next of kin and provide your personal data to medical professionals.

There are other lawful bases to process your personal data, for example public interest and contract, however these do not apply here.

4. Sharing Your Personal Data

As stated above, we may share your personal data with third parties on occasion. In most cases, your personal data will only be shared with individuals/companies within the UK, however PayPal and Google may store your data in another country, for example, the United States. In the event that this happens, we will ensure that all necessary safeguards are in place for such a transfer.

5. Social Media

We may use social media to respond to any queries that you raise on our social channels via comments on posts or direct messages to our social handles.

When using these social platforms, including when clicking any social links on our Website, these social platforms may use cookies which we have no control over. We encourage you to review the privacy and cookie policies of these social platforms when you use them. Our privacy policy no longer applies once you leave our Website.

6. Third Party Links

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Our website contains links to third party websites, namely PayPal and Crowdfunder. When you click these links, our privacy policy no longer applies, and we encourage you to review the privacy policies of these third parties.

7. Children

Whilst we do not knowingly collect information from children under the age of 16, we understand that from time-to-time children under the age of 16 may visit our website.

If you are a parent or legal guardian and believe your child may have provided their personal information to us, please contact us using the contact form on our Website.

8. Retention Period - How long do we keep your personal data?

Your personal data will only be retained as long as necessary for the purposes outlined above. We may be required by applicable law to retain certain of your personal data for a particular period of time as prescribed by particular legislation.

9. Your Data Subject Rights

- **Right to withdraw your consent:** If you have given us consent to process your personal data, e.g., to receive our email newsletter, you can withdraw your consent at any time by clicking the 'unsubscribe' link in our emails, or by contacting us using the contact form on our Website. For any other purposes for which you have given consent, please contact us via the contact form.
- **Right to Erasure:** Where you have given us consent to process your personal data, you can ask for us to delete this data. If you wish to exercise this right, please contact us via the contact form on the Website.
- **Right to Rectification:** If the personal data we hold about you is no longer correct, you can ask us to update this. If you wish to exercise this right, please contact us via the contact form on the Website.
- **Right of Access:** You can request a copy of the personal data we hold about you. If you wish to exercise this right, please contact us via the contact form on the Website.
- **Additional data privacy rights:** Pursuant to applicable data protection law, you may have the right to: (i) request restriction of processing of your personal data; (ii) request that your personal data is provided to you in a machine-readable format (the right of data portability); and/or (iii) object to the processing of your personal data (including objection to profiling).

10. Cookies and Other Technologies

[We will need to add in here what cookies we are using and what they do – please can you ask James for this information? If we're using any other tracking tech, e.g., pixels, please also ask James to provide this info]

11. Questions and Complaints

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Should you have any queries about how we use your personal data, please contact us via the contact form at <https://harmonymaidstone.co.uk/contact/>.

If you have any complaints about the use of your personal data, please contact us via the form. You have the right to lodge a complaint about our use of your personal data with the UK's data protection regulator, the Information Commissioner's Office at <https://ico.org.uk/>. We ask that you contact us in the first instance so that we can assist with your complaint.

12. Changes to this Privacy Policy

We may update this Privacy Policy from time to time in response to changing legal, regulatory or operational requirements. We will notify you of any such changes, including when they will take effect, by updating the "Last revised" date above or as otherwise required by applicable law.

Your continued use of our Website after any such updates take effect will constitute acceptance of those changes. If you do not accept updates to this Privacy Policy, you should stop using our Website.