**GDPR Policy**

The Music 4 U [M4U] website is intended to provide information on M4U and its services. Please see below for more details on our privacy policy, cookies and data protection.

## **What this Privacy Policy covers:**

This policy explains how M4U uses, stores and protects any personal data it manages through the provision of its activities.

M4U takes its obligations to any personal data held very seriously following the General Data Protection Regulation (GDPR) that came into effect on 25 May 2018.

We may update this policy from time to time to provide additional information or clarity. This page will be the master copy of our policy and we encourage users to regularly check for any updates.

Our intention is to try and use plain English and youth work terminology as far as possible under our requirements for this policy. Any use of ‘us’, ‘we’ or ‘our’ etc. refers to M4U. Any use of ‘you’, ‘your’ or ‘you’re’ etc. refers to the user of our services. Some legal terms are used out of necessity, but please get in contact if you require clarification on any of this policy. You may request a physical copy by writing to us.

To contact us regarding this policy, please email: [info@m4u.org.u](mailto:info@m4u.org.u)k or write to:

Music 4 U, Provender House, 37 Waterloo Quay Aberdeen AB11 5BS.

Please note – a physical copy will only be current at time of issue.

## **Controller of Personal Data:**

Any personal information provided to or gathered by M4U is controlled by M4U, Charity No: SC036995. To communicate with our Data Protection Officer please email [info@m4u.org.uk](mailto:info@m4u.org.uk) or write to the address above.

## **General Data Protection Regulation (GDPR):**

The General Data Protection Regulation (GDPR) took effect from 25 May 2018. GDPR is an evolution of the existing Data Protection Act (DPA) and Data Protection Directive.

It is intended to give all of us greater visibility and control of our personal information (referred to as personal data). Personal data is defined as “…‘personal data’ meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier.” What this means is any information an organisation holds that could possibly be used to identify a person, counts as personal data.

You can find out more about GDPR and how the Information Commissioner’s Office (ICO) applies it to UK organisations on their website [www.ico.org.uk](http://www.ico.org.uk/).

M4U interacts with children and young people from aged 3 years+. Where relevant, and if there exists a conflict, Child & Vulnerable Adult Protection legislation and policy supersedes GDPR.

## **Types of information:**

Information, or data that we hold is done so on a consent or legitimate interests basis, meaning that we hold and use information based on your permission (consent) to do so.

There are two main types of information M4U holds to provide services to you:

### **Information you give us**

You provide us with information when you use our services, e.g. request for further information or sign up to attend our activities and events. In all cases, you provide the requested information so that we may provide the service.

Information will typically be provided to us via a form. This form may be accessed online, such as a membership application on our website, Via a Google Form link or via a physical form at or during a M4U event, such as a registration form.

### **Information that technology gives us**

Information is sometimes automatically passed between your chosen technology and M4U’s technology by accessing our digital services. The most common usage is website analytics and browser cookies.

Your web browser automatically passes information about itself and your device (computer/mobile etc.) to any internet location you visit. Your browser has specific settings you can adjust to limit or increase these options.

This information is often referred to as metadata and is information including log data, information passed by your web browser like IP address or other web browser information; device information, like what type of computer or mobile device accessed our website; location information, such as an approximate location while accessing our website.

## **How information is used:**

The core uses of personal data held by M4U are:

* To provide, update, maintain and improve our services
* As required by law, legal process or regulation
* To communicate and respond to requests, comments and questions
* To send service emails and other communications essential to providing membership and services
* For billing, account management and other administrative matters
* To maintain security and standards

In addition to the core purpose we use data for, we may also use information to analyze or profile our users to fulfil legal obligations, reporting obligations and to maintain and improve our services.

This may include:

* We may use data to analyse our services e.g. satisfaction surveys and programme evaluation surveys, to see how we are doing and take on board feedback
* We may profile data on a geographic basis e.g. we may look at whether a group will qualify for funding due to relevant geographic criteria
* We may profile data on age or gender basis e.g. we occasionally seek to understand our membership demographics to improve our offering and complete our annual reporting
* We may profile data for aggregated statistics to complete reports e.g. we are often required to complete annual reports for activities we run as a contractual obligation e.g. for funding purposes

#### **Trinity Arts Awards:**

Any students participating in the Trinity Arts Award are required to provide personal data relevant to their Award, which is shared with the relevant awarding body, in order to fulfil the criteria of the Award.

Workers delivering Trinity Arts Award must provide personal data relevant to their role which is shared with the relevant awarding body.

#### **M4U Membership:**

Membership data for M4U primarily contains data about relevant workshops, but applications and member information records contain personal data relating to member contacts.

Personal data from direct memberships and applications come directly to M4U. We do not share your personal data with third parties.

#### **M4U Worker Training:**

Where applicable consent has been obtained, we will share potentially sensitive personal information on workers undertaking M4U training with associated funders and partners of said training. Where such consent is not given, all data recorded and shared is fully anonymised.

#### **PVG Scheme:**

All workers who apply for PVG scheme membership/updates provide sensitive personal data required to process the PVG Checks. These details are submitted by M4U directly to Disclosure Scotland. Disclosure Scotland produces PVG certificates and shares these with applicants and with M4U.

## **Security and where information is stored:**

M4U takes every reasonable precaution to ensure any data we hold is secure and stored according to GDPR.

The following details explain the groupings for data storage, the technology involved, and the location.

In addition to the secure storage outlined below, access to any M4U system is always protected by the requirement for secure log in to our systems.

Any physically held data is protected locally by secure entry system and alarm system. Filing cabinets where used are locked.

#### **Membership:**

Our membership data is stored, accessed and updated in a Microsoft 365 system. Dynamics 365 is a third-party, cloud-based system and data is not stored locally. Microsoft datacenters are among the most secure in the world and are held in European GDPR-compliant data centers.

#### **Website:**

The M4U website is hosted on Squarespace cloud hosting. No data is held locally.

#### **Registration data:**

M4U uses personal data to allow participants to register for classes. This is typically through an online Google Form but occasionally through direct communication with M4U (forms and emails etc.)

Data will be held by M4U for up to 12 months from the withdrawal or end of participation date.

## **Data retention:**

M4U will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

To achieve this, we have grouped personal data and set the following general limitations:

#### **Membership data:**

Data is considered active and current during a membership period of 12 months. Data will be held by M4U for up to 24 months after non-renewal before being archived. Only the base data required to identify a returning member group will be archived.

#### **Awards and worker training data:**

Participants in M4U’s awards often follow a learning pathway, where a young person may complete up to five possible awards between a potential age range of 5-25. This supports Scotland’s policy objectives for enabling lifelong learning. We have tried to strike a realistic balance to allow for reasonable gaps between awards but not retain data for extended periods of time.

Data will be held by M4U for up to 60 months from the last award granted before being archived, in order to accommodate returning participants. Only the base personal data required to identify a returning candidate will be archived.

#### **Project data:**

Projects and programmes run for varying periods of time, typically increments of 12 months by financial year. To accommodate this, we will keep data for period of time limited by project completion dates or by financial year in rolling projects.

Data is considered active and current during a project. Data will be held by M4U for up to 24 months from the project completion date or 24 months from financial year end for rolling programmes.

#### **Financial data:**

Like other organisations, M4U is required to hold organisational financial records for accounting, auditing and taxation purposes.

Data will be held by M4U for up to 84 months from the end of the financial year.

#### **Employee & Trustee data:**

M4U holds various personal data on current and former workers and trustees.

Data is considered active and current during the period a worker is actively employed by the organisation or for the tenure of a trustee. Data will be held by M4U for up to 12 months for employees and trustees and 12 months from last contract for freelancers, contractors and volunteers.

#### **PVG member applicant data:**

M4U holds personal data on PVG Applicants whilst their PVG Scheme application is being processed and until their PVG Certificate has been received and a recruitment decision made by the member group.  After a recruitment decision has been made, we will delete the PVG Certificate for unsuccessful applicants. For successful applicants, a copy of the PVG Certificate will be held securely in our office, accessible to our PVG Signatory Staff only. This will be kept on file for the duration of their active involvement with a M4U Member Group in a regulated work role.

These limitations may be superseded by legal requirements placed upon M4U.

## Cookies:

Like the majority of websites, the M4U website uses modern technology and data provided by you and your browser to try and provide the best service and experience we can.

Cookies may be used on our website. A cookie is a very small text file that is placed on your computer's hard drive when accessing a website and it collects standard internet log information and visitor behavior information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

You can set your browser to refuse cookies and you can find out more information on how to refuse and delete cookies at [http://www.aboutcookies.org](http://www.aboutcookies.org/). However, please note that some of this website may not function as a result.

## **Individual rights:**

GDPR provides certain rights for individuals. These are how they apply to M4U:

The right to be informed – the core purpose of this policy; we aim to tell you about the collection of personal data.

* The right of access – you have access to your personal information (often called a “data subject access request”). This enables you to ask for a copy of the personal information we hold about you. If this is a repetitive request, an administration fee may be charged.
* The right to rectification – in clearer words, the right to have corrections made. This a shared obligation between us to keep personal data as up to date as is practical.
* The right to erasure - this enables you to ask us to delete or remove personal information where there is no good reason for us to continue to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
* The right to restrict processing - This enables you, where appropriate, to ask us to suspend the processing of personal information about you. For example, if you are checking the accuracy of information we hold.
* The right to data portability – in clearer words, the ability for you to take personal data from us to an alternative supplier. Less relevant to our operations but the right remains.
* The right to object - where we are using a legitimate interest basis and there is something which makes you want to object to processing on these grounds. This may mean we are unable to provide some services to you.
* Rights in relation to automated decision making and profiling - automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making.

**CONTACT DETAILS:**

**Nominated GDPR Officer**

Name: Tara Duncan

Title: Operations/Office Administrator

Telephone: 01224 061155

Email: tara.duncan@m4u.org.uk

**Chairperson:**

Name: Anna Eardley

Telephone:

Email:

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| **This Policy was written in line with Youth Scotland Guidelines** | |
| **Implemented on** | 21 Feb 2024 |
| **Reviewed no later than** | 20 January 2024 |

**This policy forms part of Music 4 U’s Core Values and should be read collectively with:**

* Anti Bullying Policy
* Child & Vulnerable Adult Protection & Safeguarding Policy
* Child & Vulnerable Adult Protection Reporting Procedure
* Code of Behavior Adults
* Code of Behavior Students
* Comments, Compliments & Complaints Procedure
* Equality & Diversity Policy
* GDPR Policy
* Health & Safety Policy
* Online Safety & Social Media Policy
* Photography & Film Policy
* Whistleblowing Policy

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