

InstruVox Privacy Guide

What is this guide for?

InstruVox is committed to protecting your personal data and will use any personal or sensitive data we collect from you. In Europe, this is in line with the General Data Protection Regulations (GDPR).

What data do you collect and what do you use it for? InstruVox via the hosting site platform “Wix” collects data from individuals to help us plan, organise and run the day-to-day operations of the group (e.g. co-ordinating rehearsals or lessons) and to promote and market the group’s activities (e.g. marketing mailing lists and photography/video capture).

Members: for administering membership

As the website develops we will create a members site at InstruVox. As a member, or during your membership with us, as a student or a student’s carer, we may need to collect some of the following information on you:

- Name
- Email address
- Phone number
- Address
- Emergency contact details
- Age/gender
- Photos/video footage

This data will be used by our admin team to manage your membership with InstruVox and to organise and run our lessons and activities.

Mailing list subscribers: for marketing and promotion

We offer everybody the opportunity to sign up (consent) to receive marketing and promotional information on the group’s activities (e.g. emails about forthcoming events).

When you sign-up to our marketing mailing list we will ask for your email address and will use this data to send you information about our events and activities (e.g. upcoming events, latest news, lesson schedules, invoicing, etc). We will only send you information that is related to InstruVox. (i.e. we will not use your data to send you marketing messages from 3rd parties).

Anything we send you regarding subscriber lists (excepting in most instances, invoices or routine emails specific to booked lessons, replies to client emails, important announcements regarding health and safety and examination timetables, for example) will include a clear option to unsubscribe and you can also do so at any time by replying to the email.

When you purchase an event tickets or merchandise, or donate

If you purchase an event ticket, InstruVox merchandise, or make a donation, we need to collect data on the person making the purchase. This data will only be used for administering your booking/purchase/donation, and will not be used to send you marketing/promotional messages from the group.

Website visitors: for running and improving our website

When a person visits our website, we collect and analyse anonymised data on how many people have visited, what pages they have looked at and other statistical information. We will also use cookies to allow members to log in and out once we set up a future subscriber list in order to view our members-only section. See the section below on cookies.

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Do you share my data with anyone else?

We will never pass your details on to third parties for marketing purposes.

Our software provider, [Wix.com](https://www.wix.com) also has access to the data stored in our website. Wix.com has their own privacy policy <https://www.wix.com/about/privacy>.

How I can I get you to update my data? You can contact us via the details by visiting the InstruVox website at any time to update or correct the data we hold on you.

How long will you hold my data?

The InstruVox data retention policy is to review all data held on individuals at least every two years and remove data where we no longer have a legitimate reason to keep it.

Where you have withdrawn your consent for us to use your data for a particular purpose (e.g. unsubscribed from a mailing list or ceased being a student, paying for lessons or subscribing to any events) we may retain some of your data for up to two years in order to preserve a record of your consent having been withdrawn.

What rights do I have?

Under the European GDPR, you have the following rights over your data and its use:

- The right to be informed about what data we are collecting on you and how we will use it
- The right of access - you can ask to see the data we hold on you
- The right to rectification - you can ask that we update or correct your data
- The right to object - you can ask that we stop using your data for a particular purpose
- The right to erasure - you can ask us to delete the data we hold on you
- The right to restrict processing - you can ask that we temporarily stop using your data while the reason for its use or its accuracy are investigated
- Though unlikely to apply to the data we hold and process on you, you also have rights related to portability and automated decision making (including profiling)

All requests related to your rights should be made through our contacts displayed on our webpage which should be viewed directly online as these do change from time to time. We will respond within one month.

You can find out more about your rights on the [Information Commission's Office website](#)

What will you do if anything changes?

If we make changes to our privacy statements or processes we will post the changes here. Where the changes are significant, we may also choose to email individuals affected with the new details. Where required by law, will we ask for your consent to continue processing your data after these changes are made.