

The 4Strings Quartet - Privacy Policy

Privacy Policy

The 4Strings Quartet is committed to ensuring the privacy and security of your personal data. The following Privacy Policy sets out the personal data that we collect about you as a user of our services, including how we process your personal data, who we share it with, and your rights and choices when it comes to your personal data.

In this Privacy Policy, when we refer to “personal data” we mean information which could directly identify you for example your name.

The 4Strings Quartet is the data controller of your personal data.

If you have any questions about your personal data which are not answered by this Policy please contact Rod McDonald at 14, Cousins Grove, Southsea PO4 9RP.

How we collect your personal data

Information you provide.

We collect your personal data to give you the best possible experience as a user of our services. We collect information from you when you interact with us to request a quote, check our availability or visit our website. This covers all channels of communication with us including, telephone, e-mail, website, social media or in person.

We'll collect the following information from you when you request a quote or availability check:

- Your name
- Contact address
- Email address
- Telephone number

If you visit our website www.4stringsquartet.com

- Some pages of our website use cookies, which are small files placed on your internet browser when you visit our website. We use cookies to tell us how you are using our website which allows us to improve how the site works, looks and delivers information to users.
- Where we use cookies on our website, you may block these at any time. To do so you can activate the settings on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block cookies, you may not be able to access all or parts of our website or use all the functionality provided through our website.
- For more information on cookies we use, the purpose for which we use them, the details we collect and how you can manage your preferences please see our Cookie Policy. By continuing to use our website you are agreeing to our use of cookies as described in our Cookie Policy.

Information collected from other sources

We do not collect personal data information from any third parties.

How we use your personal data

We use your personal data for the following purposes;

To fulfil our contractual agreement to provide you with our services

- Where requested by you to provide you with a quotation for any of our services.
- To deliver our services to you according to our contractual agreement.

Sharing your personal data

Your personal data may be shared with the following categories of third parties;

- Social media platforms to enable us to respond to any communications with you via our social media channels.
- IT service providers, to enable us to manage and host our IT.

Where is my personal data stored?

The 4strings Quartet is based in the European Economic Area. However we may have to share personal information with third parties located outside of the EEA. When we send personal data outside of the EEA we will ensure that appropriate safeguards are in place to protect your data in accordance with European data protection requirements, such as the General Data Protection Regulation (GDPR). This may include:

- Sending information to countries which have been deemed as having adequate protection by the EU.
- In the case of US based service providers ensuring that they have signed up to the EU-US Privacy Shield.

Security

The 4Strings Quartet will implement appropriate technical and organisational measures to protect the confidentiality of the personal data that you entrust to us.

How long do we keep this information

We'll only store your personal data for as long as necessary to fulfil the purposes outlined in the Privacy Policy or for as long as we reasonably consider it necessary

to establish, exercise or defend our legal rights. The criteria used to determine these retention periods include;

- To comply with the requirement of HM Revenue & Customs
- Where our retention periods are not governed by legislation our retention policy is based on commercial justifications which have been set in accordance with the principal of retaining personal data for no longer than is necessary.

Data subject Rights

The following section sets out your rights in relation to your personal data. This includes your rights under the Data Protection Act and the enhanced rights under the GDPR.

1. You have the right to request access to a copy of your personal data. You are entitled to obtain confirmation that your data is being processed, access to a copy of your personal data, and other supplementary information which largely corresponds to the information that should be provided in a Privacy Policy. Should you wish to exercise this right, please contact us with a description of the information you would like to see. We will provide our response to you without undue delay and within one month of receipt of your request. Please note, however, that in certain circumstances we are not required to provide the information requested. Where requests are manifestly unfounded or excessive, in particular because they are repetitive, we may charge a reasonable fee taking into account the administrative costs of providing the information, or refuse to provide the information. Where we refuse a request, we will explain our reasons for the refusal, and remind you of your right to complain.

Certain personal data may be exempt from such requests in certain circumstances. If an exemption applies, we will tell you this when responding to your request. We may request that you provide us with information necessary to confirm your identity before responding to any request you make.

2. You have the right to ensure that any information we hold about you is accurate and kept up to date. Please let us know if you would like to update any inaccurate or incomplete records.

3. You have the right to request that we erase your personal data on the following grounds:

- Your personal data is no longer necessary in relation to the purpose for which it was collected or processed.
- If the processing is based on consent, you choose to withdraw your consent and there is no other legal ground for processing.
- You object to processing, and there are no overriding legitimate grounds to continue the processing.
- Your personal data has been processed unlawfully.
- Your personal data must be erased for compliance with a legal obligation.

4. You have the right to request the restriction of processing of your personal data under specific conditions, unless we have a lawful reason to continue, such as for the establishment, exercise or defence of legal claims.

5. You have the right to request a copy of personal data you have provided to us in a structured, commonly used and machine readable format, so that you can transmit this to another organisation. Where technically feasible you can also request that we transmit this data to another organisation.

6. You have the right to object to processing which is based on:

- Legitimate interests
- Tasks carried out in the public interest
- Direct marketing

7. You have the right not to be subject to any decisions made based solely on automated processing, including profiling, which produces legal effects or significantly affects you. Where such decisions are made, you have the right to:

- Obtain human intervention
- Express your point of view
- Obtain an explanation of the decision and challenge it

Complaints

If you would like to make a complaint, please contact Rod McDonald at 14 Cousins Grove Southsea PO4 9RP

You also have the right to lodge a complaint with the supervisory authority, the Information Commissioner's Office.

Changes to the Privacy Policy

This Privacy Policy does not form part of any customer's contract with us and we may amend it from time to time. Any changes we make will be posted on our website.