



Natural Voice Network

Privacy Notice

What type of information do we keep about you?

We collect personal information about NVN members and customers, which might include your name, address, email address, and telephone numbers. Any personal data held by NVN is held only for legal, communication and marketing purposes. We do not routinely share any personal data outside of the network, nor do we ever sell it. In the event that we are requested to share data with any organisations situated inside or outside the EU we would only do so with explicit permission from members or customers on a case-by-case basis.

Members

- The Charities Commission require us to keep contact details of all NVN members. We keep email addresses, postal addresses and telephone numbers of current members, and we are required to keep details of members' names and postal addresses for 10 years after their membership of the NVN has ceased, after which time all of that member's personal data is erased. If your membership lapses, we'll keep any additional contact details (e.g. email, phone) on file for 2 years (a lot of people re-join the Network!), unless you specifically request us to erase it.
- We keep the name and address of everyone who has been an NVN trustee. We are required to keep these contact details indefinitely by the Charities Commission.
- As a member of the Network, you can choose the level of privacy you wish for your contact details. By default, your name and contact details will be viewable by other members in the Members' Directory, and you can also choose to set up a public profile. If you wish, you can elect to make your contact details private by contacting the NVN Administrator.

Members and non-members

- We use the contact details of people who have bought one of our products to send them the product they have purchased, but we do not keep those contact details beyond the fulfilment of the purchase contract (i.e. 1 year) unless they are a member of the Network, or they have specifically asked to receive further information from us.

The NVN is a Charitable Incorporated Organisation registered in England with charity number 1171844.

- We keep the email address of anyone who has signed up to receive our monthly newsletter Natural Voice News.
- Credit/debit card information is not held by us, as it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit /debit card transactions.
- As a member and / or customer of the Network, you retain the right at all times to access, erase or restrict the use of any personal data held by the Network, and you also have the right to complain to the ICO about anything you're not happy about in terms of the handling of your personal data.

How is your information used?

We may use your information:

- to carry out our obligations arising from any contracts entered into by you and us;
- to provide customer care, including responding to your requests if you contact us with a query;
- to administer accounts, process payments and keep track of billing and payments;
- to seek your views or comments on the services we provide;
- to notify you of changes to our services;
- to help you promote your own services (choirs, events, projects, workshops etc.) to a wider audience

E-mail Address

We use the email addresses of members and non-members to send them newsletters with information pertinent to their interest / membership, including:

- Trustee Board agendas and minutes, notice of AGM, etc.
- Information about NVN events such as the Annual Gathering and regional meetings
- Job vacancies
- CPD and training opportunities
- Other news deemed to be of interest.

We keep a record of email correspondence for a period of 3 years, after which time we routinely erase that correspondence from our email servers.

Postal Address

We do not routinely communicate by post, except when:

- someone has bought one of our products, and we use their address to post this out to them
- specifically requested to do so by a member or customer.

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