



Royal Conservatoire
of Scotland

Privacy Notice:
**AUDIENCIES, ALUMNI, DONORS &
VISITORS**

Version 1.6, August 2021

RCS PRIVACY NOTICE: AUDIENCES, ALUMNI, DONORS & VISITORS

At the Royal Conservatoire of Scotland (RCS), your privacy is important to us. This privacy notice aims to explain how we look after your data, why we process your data and how your data is used, stored and protected. This privacy notice will also advise you how to access your data, make changes and stay informed.

WHO WE ARE

The Royal Conservatoire of Scotland is a Higher Education Institution (HEI) and a performing arts venue located in Scotland. The RCS will process your personal data to provide you with RCS services and to undertake its responsibilities as a HEI in Scotland. Our Data Protection Officer can be contacted at dataprotection@rcs.ac.uk

HOW WE LOOK AFTER YOUR DATA

We will comply with all relevant data protection legislation which means your personal data will be:

1. Processed lawfully, fairly and in a transparent manner
2. Collected for specific, explicit and legitimate purposes
3. Adequate, relevant and limited to what is necessary
4. Accurate and up to date
5. Kept in a form which could identify individuals for no longer than is necessary and securely deleted thereafter
6. Processed in a manner that ensures appropriate security of the personal data

HOW WE COLLECT YOUR DATA

We collect personal information about you in order to create and maintain adequate records in relation to your interactions with the RCS. We will collect and process personal information directly from you, or from an authorised third party, for example, a parent or guardian enrolling their child on an RCS course.

HOW YOUR DATA IS USED

Your data is used by us for a number of interdependent purposes. These can include:

- Sending you publications (e.g. newsletters, event guides and updates about the RCS)
- Administering ticket sales and audience communications
- Conducting surveys and research on when and whether particular events, donations or funding appeals may be of interest to you
- Providing services, including access to RCS facilities and services, (e.g. venue hire and WiFi)
- Sending you tailored proposals, appeals and requests for donations
- Inviting you to RCS events
- The promotion of other opportunities and services available to you (e.g. offers and opportunities available through the RCS Company of Donors or Royalty Card scheme)

- Internal record keeping, including the management of any feedback or complaints
- Administrative purposes (e.g. in order to process a donation you have made or to administer an event you have registered for or attended)
- Sending you information on Short Courses/Life Long Learning and other RCS learning opportunities
- Ensuring adequate health, safety & security measures are in place while you are visiting RCS premises

WHY WE PROCESS YOUR DATA

As a data controller, the Royal Conservatoire of Scotland will process your personal data under the provisions of the UK General Data Protection Regulation and all relevant data protection legislation.

In particular, we will process your data most commonly under the following circumstances:

- I. Where we need the data to fulfil our contract to you.
- II. Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- III. Where we need to comply with a legal obligation.
- IV. With your explicit consent. For any situation where we will be using your data for any further purpose, we will not do so without your explicit consent. Your consent will always be asked for freely and will involve a positive “opt-in” from you.

We may also collect and process certain “special category” data, such as:

- Information about your health, including any access issues you may have. This is to allow us to ensure that you have the best experience possible in our buildings & venues.

If we collect special category data about you, we will have safeguards and justification in place to allow us to process and store that data securely.

IF YOU DO NOT PROVIDE US WITH PERSONAL INFORMATION

If you do not provide us with the personal information we ask for, we may not be able to perform all or part of the contract we have entered into with you (for example, allowing you to join the Company of Donors, or sending you information about performances).

It is also important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes or you would like to make any changes.

PROTECTING YOUR PERSONAL INFORMATION

We have in place appropriate security measures to prevent your personal information from being accidentally lost, used, accessed, altered or disclosed in an unauthorised way. We limit access to your personal information to those employees

and third parties who have a business need to access your data. This applies equally to paper and electronic records. We have in place procedures to deal with any security breaches and will notify you and the regulator of any suspected breach where we are legally required to do so. Further information can be found in our Data Protection Policy.

DATA SHARING

We may share your personal data with approved third parties (for example mailing services). All our third party service providers are required to afford you the same level of personal information data security as the RCS. These third parties will only process your information at our instruction and that processing will be limited to the agreed specified purposes.

HOW LONG WILL WE HOLD YOUR PERSONAL INFORMATION

We will only retain your personal information for as long as it is necessary to fulfil the purposes for which we collected it and to fulfil any legal, financial, accounting or reporting requirements. The RCS Record Retention Schedule can be found on the RCS website in our [Freedom of Information Publication Scheme](#)

COOKIES

RCS uses cookies on our website(s) to track visitor interactions. We then use the information to compile reports and to help us improve our websites. This is statistical data about our users' browsing actions and patterns, and does not identify any individual. You can find our [Cookie Policy](#) online.

CREDIT/DEBIT CARD INFORMATION

If you use a debit or credit card to purchase from us or make a donation, we will ensure that this is carried out securely and in accordance with the Payment Card Industry Data Security Standard (PCI-DSS).

We optionally allow you to store your card details for future use. This is carried out in compliance with PCI-DSS in a way where none of our staff members are able to see or access your full card number. We never store your 3 or 4 digit security code.

YOUR RIGHTS

You have a range of rights under data protection legislation. You have the right to:

- **Be informed:** about the collection and use of your data
- **Access:** your personal information (commonly known as a "subject access request")
- **Rectification:** if information we hold about you is wrong, please ask us to correct it
- **Restrict Processing:** you have the right to ask us to restrict or suppress the processing of your information

The following rights apply only in certain circumstances:

- **Object:** to our processing where we rely on a legitimate interest (or those of a third party) and you object
- **Erasure:** you can ask us to delete information about you
- **Data portability:** allows you to move, copy or transfer your data easily from one IT environment to another

Please note that you also have rights regarding automated decision making and profiling, however, RCS does not make any use of any automated decision making or profiling tools. If this changes, we will let you know.

SUBJECT ACCESS REQUESTS

Any audience member, alumni, donor or RCS visitor can exercise their right of access, known as a Subject Access Request, either verbally or in writing, dataprotection@rcs.ac.uk. You will receive a response from the RCS within 30 days.

CONTACT US

Please get in touch with us if you have any questions about any aspect of this Privacy Notice, and in particular if you would like to exercise any of your rights as outlined above.

We can be contacted at:

Data Protection Officer

Royal Conservatoire of Scotland,

100 Renfrew Street, Glasgow, G2 3DB

dataprotection@rcs.ac.uk