

Privacy Policy

At West Cork Music, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who interact with us, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be to Grace O'Mahony [by email](#) or by writing to her at West Cork Music, 13 Glengarriff Road, Bantry, Co. Cork, Ireland. Alternatively, you can telephone 00 353 (0)27 52788.

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Who are we?

West Cork Music promotes three annual Festivals, a Concert Series, Workshops and Music, Reading & Writing Education in Schools. West Cork Music is a registered charity (CHY no. 12097) and company limited by guarantee (no. 8264810H). The registered address is 13 Glengarriff Road, Bantry, Co. Cork.

How do we collect information from you?

We obtain information about you when you book an event, make a donation, enter one of our competitions or prize draws, express interest in becoming and/or become a Friend or Sponsor, request one of our brochures or other information and/or if you register to receive one of our email newsletters. This information is gathered by phone, mail, in person and online.

We also take a survey that is optionally anonymous during the three festivals – the purpose of the survey is to collate the information gathered for incorporation into our annual Economic Impact Report. This is completed by the Economics Department of University College Cork (UCC). The UCC only get the overall compiled results they do not get the individual surveys. The surveys, while containing no directly identifiable personal or sensitive information, are securely stored and destroyed after a necessary retention period.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, web page, telephone number, IP address, and information regarding which of our online pages are accessed and when. If you purchase tickets online, your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

How is your information used?

We may use your information to:

- process a donation that you have made;
- process Friends & Sponsors information and benefits;
- process orders that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us;
- dealing with entries into a competition;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you. These may include information about festivals, events, other fundraising activities, promotions of our company's goods and services;
- Geographically analyse event attendance.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

When you are using our secure online booking pages, your transaction is processed by a third party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions [please contact us](#).

Photography & Filming

West Cork Music uses event photography and filming – images and films may be posted online, in printed material, put on display or shared to third party for marketing purposes. There will be signs in venues to notify you of this. Our photographer will ask for your permission before taking smaller group photographs and you can opt out of being included. Filming of concerts will take place in certain circumstances. You can remove yourself from the view of the camera lens but we cannot guarantee a comparable seating area.

Children will not be photographed without explicit consent from a parent or guardian. A consent form will be provided for a parent or guardian to sign if they agree that images may be taken and in what format they may be used.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about our festivals and events, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information or when you are asked these questions by one of our box office staff.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us [by email](#) or telephone on 00 353 (0)27 52788.

How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or if any of the other information we hold is inaccurate or out of date, [please email us](#)

or write to us at: Reception, West Cork Music, 13 Glengarriff Road, Bantry, Co. Cork. Alternatively, you can telephone 00 353 (0)27 52788.

You have the right to ask for a copy of the information West Cork Music holds about you. When you do so, we will provide this information to you within one week.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information submitted online, such as credit or debit card details, is encrypted and protected with the following software - *128 Bit encryption on SSL*. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

All credit or debit card numbers received in the mail or over the phone are only kept long enough to process your transaction – after this they are destroyed using a high security shredder.

Cookie Policy

What are cookies?

Cookies are small data files placed on your computer or internet enabled device by websites in order to add functionality. A cookie can be used to identify a user's computer or internet enabled device to the website, or to other third party websites. This allows websites to improve the way they work, such as remembering preferences expressed by a user or tracking a user's use of a website for statistical analysis.

What cookies are used on this site?

The West Cork Music website itself does not use cookies. However, we use other online products which do, as follows:

Google Analytics – West Cork Music uses the industry standard Google Analytics package in order to track the use of our website. The Google Analytics package uses a suite of cookies in order to anonymously track things like unique visitors to the site, how long users visit the site for and how users found the site. Some of these cookies are session cookies which expire when you leave the site or where you have been inactive on the site for a certain period of time, whilst others are set to expire two years after they have been last updated. You can opt out of Google Analytics using the tools available at [this website](#).

Enews - Constant Contact - When we send an enews, the email includes cookies and similar technologies to help us better understand how subscribers interact with our emails, such as whether

they are opened by the subscriber. If you do not consent to us setting these cookies, please unsubscribe from our email list and delete any emails that you have received.

Managing cookies

If you do not want your browser to accept cookies, you can turn off the cookie acceptance option in your browser settings. For further information about how to turn off cookie acceptance please refer to the **Help** function in your browser.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

Constant Contact

Our enews providers are Constant Contact, based in America. Their current (15th May 2018) GDPR statement is as follows:

Our current privacy program has been certified to the obligations and standards of the EU-US and Swiss-US Privacy Shields, which means we lawfully transfer and protect the personal data of EU/EEA residents to the U.S. pursuant to the rules of the Federal Trade Commission and the EU. This means that we have already implemented many privacy requirements that are similar to those required by the GDPR.

Constant Contact is committed to achieving compliance with the GDPR by May 25, 2018. This will include work "behind the scenes," such as reviewing and updating (as necessary) our agreements, policies, internal processes, features and templates to assure our compliance. Over the coming months leading up to the deadline, you will receive updates on our GDPR compliance status, guides explaining how we will support you and your customers in dealing with additional obligations such as rights requests, and information on making compliance as easy as possible.

Other

Other than Constant Contact, West Cork Music does not transfer the information you provide to countries outside the European Union.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in **May 2018**.