



# GAIN CTRL PRIVACY POLICY

**Hello, we are Gain Ctrl. We use music activities and structured support to help young people develop a variety of skills that will help prepare them for an independent adulthood. Our mission is to maximise the potential of young creatives across the UK and help amplify the voices of our future.**

As one of our valued supporters we're committed to protecting your privacy so we make sure we protect any personal information you give us.

This page will let you know exactly how we use and protect your personal information. And if you have any questions about it please just send us an email at [info@gainctrl.co.uk](mailto:info@gainctrl.co.uk), we'd be delighted to help. Our postal address can be found in the "Contact Us" section of our website.

## **What information do we collect?**

Personal information is any information that can be used to identify you. So, for example, if you register with us as a member, book a session online, attend an event, or become involved in our work, we may collect and process the personal information that you've provided. We may also collect information from you when you report a problem with our website or if you complete a survey which we use for evaluation purposes.

This personal information may include your name, email address, address, social media and website links, telephone or mobile number and date of birth and records of responses to our communications, as well as how you came to find us or about our services or events.

We may also collect details of your visits to our website, for example your location data, and the pages of the website that you access. We use this to provide you with the information and services that you're interested in and are most relevant to you.

To understand how we use information about the communications devices you use, such as IP address (the location of the computer on the internet) and cookies, please see our cookie policy.

The music you record with us and the project files for those songs are stored to ensure that we have your work should technical errors cause a loss of data.

At times we will also create content for our social media accounts, and might use the same content in future posts. Your consent will be requested before anything significantly highlighting you is ever posted online.

## **How long will we keep your personal information?**

We always have your best interests at heart and your personal information will not be retained by Gain Ctrl for longer than necessary in relation to the purposes for which it was originally collected, or for which it was further processed, subject to certain legal obligations mentioned below.

We will retain personal data in accordance with our data retention policy, set out below. We review our data retention periods for personal information on a regular basis.



We hold personal information relating to:

- Studio Bookings made online or when we've sent you a song/file that you've recorded with us.
- Audio files of your recordings and the project files to those works.
- Content created for Social Media/Marketing posts by users that have signed consent forms.
- Subscribing to a newsletter, you can unsubscribe at any time.

We will also hold information about your details so that we can respect your preferences for being contacted by us.

The law allows you to withdraw your consent to any particular usage of your data at any time without needing to specify a reason. You can withdraw your consent by emailing [info@gainctrl.co.uk](mailto:info@gainctrl.co.uk)

### **How will we contact you?**

It's only with your support that we can work with yourself and others. That's why we love to keep you posted with news about our work.

However, of course, we will not contact you again if you ask us not to. You can amend your contact preferences at any time by emailing [info@gainctrl.co.uk](mailto:info@gainctrl.co.uk)

We will never contact you to send you information about how you can get involved or support Gain Ctrl by email or text unless you have given us your prior permission.

### **How will we handle your information and other organisations?**

We will not rent or sell your personal information to other organisations for use by them in any way, including in their own direct marketing activities.

However, where you have given us permission to contact you, we may pass on your information to external service providers to contact you on our behalf.

We may ask external service providers to carry out tracking and evaluation on our behalf as described in the cookies policy.

### **Making our communications relevant to you**

We want to ensure that we provide you with information that is relevant to you. In order to do this, we may need to analyse the information we hold on you for supporter analysis and data quality purposes. This analysis includes modelling (e.g. how likely you are to respond to the invitation) and segmenting (looking at people who are similar to you), so that you receive targeted and relevant communication.

This ensures we can spend our time and funding effectively to obtain the biggest impact for young people. Additionally, as our data is captured from various different sources (e.g. through our website, event data), for data quality purposes we will analyse your data to ensure we do not have multiple versions of information on the same person on our database.



## Where do we store your information?

The personal information collected from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by individuals operating outside the EEA who work for us or working on our behalf. This includes staff engaged in, among other things, the processing of your requests.

By submitting your personal data, you agree to this transfer, storing and processing at a location outside the European Economic Area.

At Gain Ctrl we have taken all steps reasonably necessary to make sure that your data is treated securely and in accordance with this privacy policy. We have done our best to protect your personal data, and ensured that it will be held in compliance with European data protection regulations.

Unfortunately, the transmission of information via the Internet is never 100% secure and we cannot guarantee the security of your data transmitted to our website. This means any such transmission is at your own risk.

In cases when we use external websites provided by other organisations such as Twitter, YouTube or Facebook, then we would ask you to consult their privacy policies

Social Media content, audio files and project files are stored on our Google backup and sync account.

## Your rights

If you wish to exercise any of your rights, as listed below please write to us at [info@gainctrl.co.uk](mailto:info@gainctrl.co.uk)

- A. Access to your personal information;
- B. Objection to processing of your personal information;
- C. Objection to automated decision-making and profiling;
- D. Restriction of processing of your personal information;
- E. Your personal data portability;
- F. Rectification of your personal information; and
- G. Erasure of your personal information.

If you make a request relating to any of the rights listed above, we will consider each request in accordance with all applicable data protection laws and regulations. No administration fee will be charged for considering and/or complying with such a request unless the request is deemed to be excessive in nature.

Upon successful verification of your identity you are entitled to obtain the following information about your own personal information:

- A. The purposes of the collection, processing, use and storage of your personal data. The source(s) of the personal information, if it was not obtained from you.
- B. The categories of personal data stored about you.
- C. The recipients or categories of recipients to whom your personal data has been or may be transmitted, along with the location of those recipients.
- D. The envisaged period of storage for your personal data or the rationale for determining the storage period.
- E. The use of any automated decision-making and/or profiling. You can make the above request by emailing [info@gainctrl.co.uk](mailto:info@gainctrl.co.uk).

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

W: [www.gainctrl.co.uk](http://www.gainctrl.co.uk) E: [info@gainctrl.co.uk](mailto:info@gainctrl.co.uk)