



## Privacy Policy

### Caithness Association for Music and Events Outreach (CAMEO)

Last updated: 08.10.2025

#### 1. Introduction

CAMEO (Caithness Association for Music and Events Outreach) is committed to protecting your personal information and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect personal data when you engage with us — for example, when you attend an event, complete a survey, volunteer, donate, or contact us.

We comply fully with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

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#### 2. Who We Are

##### **CAMEO (Caithness Association for Music and Events Outreach)**

Registered charity number: SC054440

Email: cameoscotlandgmail.com

CAMEO is the “data controller” for the purposes of data protection law. This means we decide how and why your personal data is processed.

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#### 3. Information We Collect

We collect personal information in several ways, depending on how you interact with us. This may include:

##### **a. Information you provide directly**

When you:

- Sign up for events, workshops, or newsletters
- Take part in surveys or research
- Volunteer with us
- Make a donation
- Contact us by email, phone, or in person



We may collect:

- Name
- Contact details (address, email, phone number)
- Age or date of birth (if relevant for participation)
- Demographic information (optional, for surveys)
- Payment details (for ticketing or donations)
- Feedback or opinions you provide

#### **b. Information collected automatically**

When you visit our website, we may collect:

- IP address
- Browser type
- How you interact with our website (e.g., pages visited)

This information helps us improve our online services.

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## **4. How We Use Your Information**

We use your personal data for purposes such as:

- Managing event registrations and participation
- Conducting surveys to improve our activities and outreach
- Communicating about upcoming events or opportunities
- Managing donations and Gift Aid claims (where applicable)
- Monitoring diversity and inclusion (when data is provided voluntarily)
- Complying with legal and regulatory obligations

We will **only use your information when we have a lawful basis** to do so, including:

- Your consent (e.g., signing up for newsletters or surveys)
- To perform a contract (e.g., ticketed events)

- To comply with legal obligations (e.g., Gift Aid)
  - Our legitimate interests (e.g., improving our services and outreach)
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## 5. Surveys and Research

When you participate in a **survey or feedback form**, we may collect demographic or opinion-based data.

- Participation is always **voluntary**.
- You can choose to provide information anonymously.
- Any identifiable information will be stored securely and used only for research, reporting, or planning purposes within CAMEO.

We may use survey data to understand community needs, improve future events, and demonstrate our impact to funders. Individual responses will **never** be shared publicly in a way that identifies you.

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## 6. Sharing Your Information

We **never sell your data**.

We may share your information only when necessary with:

- Service providers (e.g., email newsletter platforms, ticketing systems)
- Funding bodies, when required for grant reporting (in anonymised form where possible)
- Regulatory authorities, when legally required

All third parties are required to process your data securely and only for the purpose we instruct.

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## 7. Data Storage and Security

We take data security seriously and use appropriate technical and organisational measures to protect your information.

Your data is stored securely in password-protected systems and only accessible to authorised members of CAMEO staff or trustees.

## 8. Data Retention

We keep personal data only for as long as necessary to fulfil the purposes outlined in this policy.

For example:

- Event registration data: up to 12 months after the event
- Donor records: up to 7 years (for accounting/legal reasons)
- Survey responses: anonymised as soon as possible

After this period, data is securely deleted or anonymised.

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## 9. Your Rights

Under UK data protection law, you have the right to:

- Access a copy of the information we hold about you
- Correct any inaccurate information
- Withdraw consent at any time (where consent is the lawful basis)
- Request deletion (“right to be forgotten”)
- Restrict or object to processing
- Data portability (where applicable)

To exercise your rights, contact us at: **[Insert contact email]**

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## 10. Cookies

If our website uses cookies, these help us improve your browsing experience and analyse website traffic. You can control or delete cookies in your browser settings. See our **Cookie Policy** (if available) for more details.

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## 11. Changes to This Policy



Caithness Association for Music and Events Outreach

We may update this Privacy Policy from time to time. The latest version will always be available on our website or by request.

We encourage you to check this page occasionally to ensure you're happy with any changes.

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## 12. Contact Us

If you have any questions about this Privacy Policy or how we handle your information, please contact:

**Email:** [Insert email]

**Address:** [Insert address]

If you are not satisfied with our response, you can contact the **Information Commissioner's Office (ICO)** at [www.ico.org.uk](http://www.ico.org.uk).