

BEDFORDSHIRE FESTIVAL OF MUSIC, SPEECH AND DRAMA

Privacy Notice

This privacy notice tells you what we may do with your personal information.

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Contact details

Post - 76 Willington Road, Cople, BEDFORD, Bedfordshire, MK44 3TN, GB

Telephone - 07824829097

Email - festival@bedfordshirefestival.org.uk

What information we collect, use, and why

We collect or use the following information to **inform our decisions and process and operations in the delivery of the Bedfordshire Festival of Music, Speech and Drama:**

- Names and contact details
- Gender
- Addresses
- Date of birth
- School
- Emergency contact details
- Next of kin details
- Photographs or video recordings
- Information about income and financial needs for funding or personal budget support
- Payment details (including card or bank information for transfers and direct debits)
- Website user information (including user journeys and cookie tracking)
- Information relating to compliments or complaints

We collect or use the following information to **receive payments for participation, donations and/or funding and to organise fundraising activities:**

- Names and contact details
- Addresses
- Payment or banking details
- Donation history
- Gift Aid Declaration

We collect or use the following personal information for **festival related updates and promotional purposes:**

- Names and contact details
- Addresses
- Marketing preferences
- Recorded images, such as photos or videos
- Purchase history
- Donation history
- Records of consent, where appropriate

We collect or use the following personal information for **dealing with queries, complaints or claims of any kind:**

- Names and contact details
- Address
- Account information
- Purchase or service history
- Audio recordings of public areas
- Customer or client accounts and records
- Financial transaction information
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)

- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **inform our decisions and process and operations in the delivery of the Bedfordshire Festival of Music, Speech and Drama** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - We use your personal information to ensure that we can organise our festival classes and prize giving activities to the highest standards. Without collecting your and the relevant child's personal information, we would not be able to keep track of entries to festival classes, performances and prizes.

Our lawful bases for collecting or using personal information to **receive payments for participation, donations and/or funding and to organise fundraising activities** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - We use personal information about donors to our organisation in order to be able to keep track of the money we have received and to ensure that we apply it in accordance with the wishes of the donor.

Our lawful bases for collecting or using personal information for **festival related updates and promotional purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims of any kind** are:

- **Legitimate interests** – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - We will require to use the personal information of a complainant in order to be able to investigate the facts underlying a complaint and to offer any resolution that may be appropriate.

Where we get personal information from

- Directly from you
- Family members or carers
- Charities or voluntary sector organisations
- Schools, colleges, universities or other education organisations

How long we keep information

We will retain your personal information for at least seven years from the date you supplied it to us to permit us to comply with any legal obligations to which we are subject. Thereafter and subject as follows, we will, within a reasonable period, expunge such information as you provided to us.

Where we hold your personal information in connection with a regular interaction you have with us – for example, if you volunteer as a steward – we will retain your personal information for seven years from the date on which you most recently engaged with us in any capacity. Thereafter, we will, within a reasonable period, expunge such information as you provided to us.

Information held within electronic systems will be expunged to the extent made possible for implementation by a reasonably skilled user using the functionality offered by the infrastructure provider in which the data is held.

Participant information published electronically or physically within our festival programme, as produced each year, will be retained indefinitely and may be used and published without limitation.

Who we share information with

Data Processors

Who processes data on our behalf

Microsoft

Email Octopus

Run my

Festival

HMRC

The Bedfordshire festival of Music, Speech and Drama acts as the data controller

Others we share personal information with

- Charities and voluntary organisations
- Organisations we need to share information with for safeguarding reasons
- Professional advisors
- Legal bodies or authorities
- Local authorities or councils
- Relevant regulatory authorities
- Organisations we're legally obliged to share personal information with
- Publicly on our website, social media or other marketing and information media

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last updated

October 2025