

**Front Row Club**  
**Data Protection Policy**  
1<sup>st</sup> January 2019

**1. Introduction**

This Policy sets out the obligations of The Front Row Club (“the Organisation”) regarding data protection and the rights of customers (“data subjects”) in respect of their Personal data under the General Data Protection Regulation (“the Regulation”).

The Regulation defines “Personal data” as any information relating to an identified or identifiable natural person (a data subject); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier, or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person.

This Policy sets out the procedures that are to be followed when dealing with Personal data. The procedures and principles set out herein must be followed at all times by the Organisation, its employees, agents, contractors, or other parties working on behalf of the Organisation.

The Organisation is committed not only to the letter of the law, but also to the spirit of the law and places high importance on the correct, lawful, and fair handling of all Personal data, respecting the legal rights, privacy, and trust of all individuals with whom it deals.

**2. The Data Protection Principles**

This Policy aims to ensure compliance with the Regulation. The Regulation sets out the following principles with which any party handling Personal data must comply. All Personal data must be:

- a) processed lawfully, fairly, and in a transparent manner in relation to the data subject;
- b) collected for specified, explicit, and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
- c) adequate, relevant and limited to what is necessary in relation to the purposes for which it is processed;
- d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that Personal data that is inaccurate, having regard to the purposes for which they are processed, is erased or rectified without delay;
- e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the Personal data is processed; Personal data may be stored for longer periods insofar as the Personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the Regulation in order to safeguard the rights and freedoms of

the data subject;

- f) processed in a manner that ensures appropriate security of the Personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

### 3. **Lawful, Fair, and Transparent Data Processing**

The Regulation seeks to ensure that Personal data is processed lawfully, fairly, and transparently, without adversely affecting the rights of the data subject. The Regulation states that processing of Personal data shall be lawful if at least one of the following applies:

- a) the data subject has given consent to the processing of his or her Personal data for one or more specific purpose(s);
- b) processing is necessary for the performance of a contract to which the data subject is a party or in order to take steps at the request of the data subject prior to entering into a contract;
- c) processing is necessary for compliance with a legal obligation to which the controller is subject;
- d) processing is necessary to protect the vital interests of the data subject or of another natural person;
- e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- f) processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the fundamental rights and freedoms of the data subject which require protection of Personal data, in particular where the data subject is a child.

### 4. **Processed for Specified, Explicit and Legitimate Purposes**

The Organisation collects and processes the Personal data at the point of collection of membership fee and acceptance as a member. The organisation uses Stripe to process. Details of Stripes GDPR policy can be found on the following link

<https://stripe.com/gb/privacy>

### 5. **Adequate, Relevant and Limited Data Processing**

The Organisation will only collect and process Personal data for and to the extent necessary for the specific purpose(s) informed to data subjects as under Part 4, above.

### 6. **Accuracy of Data and Keeping Data Up To Date**

The Organisation shall ensure that all Personal data collected and processed is kept accurate and up-to-date.

## 7. **Timely Processing**

The Organisation shall not keep Personal data for any longer than is necessary in light of the purposes for which that data was originally collected and processed. When the data is no longer required, all reasonable steps will be taken to erase it without delay.

## 8. **Secure Processing**

The Organisation shall ensure that all Personal data collected and processed is kept secure and protected against unauthorised or unlawful processing and against accidental loss, destruction or damage. Further details of the data protection and organisational measures which shall be taken are provided in Parts 21 and 22 of this Policy.

## 9. **Accountability**

9.1 The Organisation shall keep written internal records of all Personal data collection, holding, and processing, which shall incorporate the following information:

- a) The name and details of the Organisation, its data protection officer, and any applicable third party data controllers;
- b) The purposes for which the Organisation processes Personal data;
- c) Details of how long Personal data will be retained by the Organisation; and
- d) Descriptions of all technical and organisational measures taken by the Organisation to ensure the security of Personal data.

## 10. **Privacy Impact Assessments**

The Organisation shall carry out Privacy Impact Assessments when and as required under the Regulation. Privacy Impact Assessments shall be overseen by the Organisation's data protection officer and shall address the following areas of importance:

- 10.1 The purpose(s) for which Personal data is being processed and the processing operations to be carried out on that data;
- 10.2 Details of the legitimate interests being pursued by the Organisation;
- 10.3 An assessment of the necessity and proportionality of the data processing with respect to the purpose(s) for which it is being processed;
- 10.4 An assessment of the risks posed to individual data subjects; and
- 10.5 Details of the measures in place to minimise and handle risks including safeguards, data security, and other measures and mechanisms to ensure the protection of Personal data, sufficient to demonstrate compliance with the Regulation.

## 11. The Rights of Data Subjects

The Regulation sets out the following rights applicable to data subjects:

- a) The right to be informed;
- b) The right of access;
- c) The right to rectification;
- d) The right to erasure (also known as the 'right to be forgotten');
- e) The right to restrict processing;
- f) The right to data portability;
- g) The right to object;
- h) Rights with respect to automated decision-making and profiling.

## 12. Keeping Data Subjects Informed

12.1 The Organisation shall ensure that the following information is provided to every data subject when Personal data is collected:

- a) The purpose(s) for which the Personal data is being collected and how it will be processed and the legal basis justifying that collection and processing;
- b) Where applicable, the legitimate interests upon which the Organisation is justifying its collection and processing of the Personal data;
- c) Details of the length of time the Personal data will be held by the Organisation (or, where there is no predetermined period, details of how that length of time will be determined);
- d) Details of the data subject's right to withdraw their consent to the Organisation's processing of their Personal data at any time;
- e) Details of the data subject's right to complain to the Information Commissioner's Office (the 'supervisory authority' under the Regulation);

12.2 The information set out above in Part 12.1 shall be provided to the data subject at the following applicable time:

12.2.1 Where the Personal data is obtained from the data subject directly, at the time of collection;

12.2.2 Where the Personal data is not obtained from the data subject directly (i.e. from another party):

- a) If the Personal data is used to communicate with the data subject, at the time of the first communication; or
- b) If the Personal data is to be disclosed to another party, before the Personal data is disclosed; or

- c) In any event, not more than one month after the time at which the Organisation obtains the Personal data.

### 13. **Data Subject Access**

- 13.1 A data subject may make a subject access request (“SAR”) at any time to find out more about the Personal data which the Organisation holds about them. The Organisation is normally required to respond to SARs within one month of receipt (this can be extended by up to two months in the case of complex and/or numerous requests, and in such cases the data subject shall be informed of the need for the extension).
- 13.2 All subject access requests received must be forwarded to, the Organisation’s data protection officer.
- 13.3 The Organisation does not charge a fee for the handling of normal SARs. The Organisation reserves the right to charge reasonable fees for additional copies of information that has already been supplied to a data subject, and for requests that are manifestly unfounded or excessive, particularly where such requests are repetitive.

### 14. **Rectification of Personal data**

- 14.1 If a data subject informs the Organisation that Personal data held by the Organisation is inaccurate or incomplete, requesting that it be rectified, the Personal data in question shall be rectified, and the data subject informed of that rectification, within one month of receipt the data subject’s notice (this can be extended by up to two months in the case of complex requests, and in such cases the data subject shall be informed of the need for the extension).
- 14.2 In the event that any affected Personal data has been disclosed to third parties, those parties shall be informed of any rectification of that Personal data.

### 15. **Erasure of Personal data**

- 15.1 Data subjects may request that the Organisation erases the Personal data it holds about them in the following circumstances:
  - a) It is no longer necessary for the Organisation to hold that Personal data with respect to the purpose for which it was originally collected or processed;
  - b) The data subject wishes to withdraw their consent to the Organisation holding and processing their Personal data;
  - c) The data subject objects to the Organisation holding and processing their Personal data (and there is no overriding legitimate interest to allow the Organisation to continue doing so) (see Part 18 of this Policy for further details concerning data subjects’ rights to object);
  - d) The Personal data has been processed unlawfully;
  - e) The Personal data needs to be erased in order for the Organisation to comply with a particular legal obligation.

- 15.2 Unless the Organisation has reasonable grounds to refuse to erase Personal data, all requests for erasure shall be complied with, and the data subject informed of the erasure, within one month of receipt of the data subject's request (this can be extended by up to two months in the case of complex requests, and in such cases the data subject shall be informed of the need for the extension).
- 15.3 In the event that any Personal data that is to be erased in response to a data subject request has been disclosed to third parties, those parties shall be informed of the erasure (unless it is impossible or would require disproportionate effort to do so).

## 16. **Restriction of Personal data Processing**

- 16.1 Data subjects may request that the Organisation ceases processing the Personal data it holds about them. If a data subject makes such a request, the Organisation shall retain only the amount of Personal data pertaining to that data subject that is necessary to ensure that no further processing of their Personal data takes place.
- 16.2 In the event that any affected Personal data has been disclosed to third parties, those parties shall be informed of the applicable restrictions on processing it (unless it is impossible or would require disproportionate effort to do so).

## 17. **Objections to Personal data Processing**

- 17.1 Data subjects have the right to object to the Organisation processing their Personal data based on legitimate interests, direct marketing.
- 17.2 Where a data subject objects to the Organisation processing their Personal data based on its legitimate interests, the Organisation shall cease such processing forthwith, unless it can be demonstrated that the Organisation's legitimate grounds for such processing override the data subject's interests, rights and freedoms; or the processing is necessary for the conduct of legal claims.
- 17.3 Where a data subject objects to the Organisation processing their Personal data for direct marketing purposes, the Organisation shall cease such processing forthwith. They may opt out if marketing messages at any time.
- 17.4 Where a data subject objects to the Organisation processing their Personal data for scientific and/or historical research and statistics purposes, the data subject must, under the Regulation, 'demonstrate grounds relating to his or her particular situation'. The Organisation is not required to comply if the research is necessary for the performance of a task carried out for reasons of public interest.

## 18. Profiling

The organisation does not use data for profiling.

## 19. Data Protection Measures

The Organisation shall ensure that all its employees, agents, contractors, or other parties working on its behalf comply with the following when working with Personal data:

- a) All emails containing Personal data will be destroyed as soon as they are no longer required for use;
- b) Where any Personal data is to be erased or otherwise disposed of for any reason (including where copies have been made and are no longer needed), it should be securely deleted and disposed of. Hardcopies should be shredded, and electronic copies should be deleted securely;
- c) Personal data may be transmitted over secure networks only; transmission over unsecured networks is not permitted in any circumstances;
- d) Personal data may not be transmitted over a wireless network if there is a wired alternative that is reasonably practicable;
- e) Where Personal data is to be sent by facsimile transmission the recipient should be informed in advance of the transmission and should be waiting by the fax machine to receive the data;
- f) Where Personal data is to be transferred in hardcopy form it should be passed directly to the recipient;
- g) No Personal data may be shared informally and if an employee, agent, sub-contractor, or other party working on behalf of the Organisation requires access to any Personal data that they do not already have access to, such access should be formally requested from the companies' data controller;
- h) All hardcopies of Personal data, along with any electronic copies stored on physical, removable media should be stored securely in a locked box, drawer, cabinet or similar;
- i) No Personal data may be transferred to any employees, agents, contractors, or other parties, whether such parties are working on behalf of the Organisation or not, without the authorisation of our data controller;
- j) Personal data must be handled with care at all times and should not be left unattended or on view to unauthorised employees, agents, sub-contractors or other parties at any time;
- k) If Personal data is being viewed on a computer screen and the computer in question is to be left unattended for any period of time, the user must lock the computer and screen before leaving it;
- l) No Personal data should be transferred to any device personally belonging to an employee and Personal data may only be transferred to devices belonging to agents, contractors, or other parties working on behalf of the Organisation where the party in question has agreed to comply fully with the letter and spirit

of this Policy and of the Regulation (which may include demonstrating to the Organisation that all suitable technical and organisational measures have been taken);

- m) All Personal data stored electronically should be backed up only where required;
- n) All electronic copies of Personal data should be stored securely using passwords;
- o) All passwords used to protect Personal data should be changed regularly and should not use words or phrases that can be easily guessed or otherwise compromised. All passwords must contain a combination of uppercase and lowercase letters, numbers, and symbols, all software used by the Organisation is designed to require such passwords;
- p) Under no circumstances should any passwords be written down or shared between any employees, agents, contractors, or other parties working on behalf of the Organisation, irrespective of seniority or department. If a password is forgotten, it must be reset using the applicable method. IT staff do not have access to passwords.

## 20. **Organisational Measures**

The Organisation shall ensure that the following measures are taken with respect to the collection, holding, and processing of Personal data:

- a) All employees, agents, contractors, or other parties working on behalf of the Organisation shall be made fully aware of both their individual responsibilities and the Organisation's responsibilities under the Regulation and under this Policy, and shall be provided with a copy of this Policy;
- b) Only employees, agents, sub-contractors, or other parties working on behalf of the Organisation that need access to, and use of, Personal data in order to carry out their assigned duties correctly shall have access to Personal data held by the Organisation;
- c) All employees, agents, contractors, or other parties working on behalf of the Organisation handling Personal data will be appropriately trained to do so;
- d) All employees, agents, contractors, or other parties working on behalf of the Organisation handling Personal data will be appropriately supervised;
- e) Methods of collecting, holding and processing Personal data shall be regularly evaluated and reviewed;
- f) The performance of those employees, agents, contractors, or other parties working on behalf of the Organisation handling Personal data shall be regularly evaluated and reviewed;
- g) All employees, agents, contractors, or other parties working on behalf of the Organisation handling Personal data will be bound to do so in accordance with the principles of the Regulation and this Policy by contract;
- h) All agents, contractors, or other parties working on behalf of the Organisation handling Personal data must ensure that any and all of their employees who are involved in the processing of Personal data are held to the same conditions as those relevant employees of the Organisation arising out of this Policy and the Regulation;



- i) Where any agent, contractor or other party working on behalf of the Organisation handling Personal data fails in their obligations under this Policy that party shall indemnify and hold harmless the Organisation against any costs, liability, damages, loss, claims or proceedings which may arise out of that failure.

**21. Transferring Personal data to a Country Outside the EEA**

- a) The organisation will not transfer data to a third party.

**22. Data Breach Notification**

- 22.1 All Personal data breaches must be reported immediately to the Organisation's data protection officer.
- 22.2 If a Personal data breach occurs and that breach is likely to result in a risk to the rights and freedoms of data subjects (e.g. financial loss, breach of confidentiality, discrimination, reputational damage, or other significant social or economic damage), the data protection officer must ensure that the Information Commissioner's Office is informed of the breach without delay, and in any event, within 72 hours after having become aware of it.
- 22.3 In the event that a Personal data breach is likely to result in a high risk to the rights and freedoms of data subjects, the data protection officer must ensure that all affected data subjects are informed of the breach directly and without undue delay.
- 22.4 Data breach notifications shall include the following information:
  - a) The categories and approximate number of data subjects concerned;
  - b) The categories and approximate number of Personal data records concerned;
  - c) The name and contact details of the Organisation's data protection officer (or other contact point where more information can be obtained);
  - d) The likely consequences of the breach;
  - e) Details of the measures taken, or proposed to be taken, by the Organisation to address the breach including, where appropriate, measures to mitigate its possible adverse effects.

**23. Implementation of Policy**

This Policy shall be deemed effective as of 1<sup>st</sup> January 2019. No part of this Policy shall have retroactive effect and shall thus apply only to matters occurring on or after this date.