

**PRIVACY POLICY**

At the OHMI Trust, we need your support. Your personal data and privacy are therefore extremely important to us. We promise to respect any personal data you share with us, keep it safe and not do anything irresponsible with it.

**We will never:**

* sell your data to another organisation
* share your information with another organisation, without your specific and explicit consent

**We will always:**

* do our best to keep your personal details safe
* listen to you, and ensure that we communicate with you in the way that you want
* treat you fairly and reasonably
* act with transparency – if you have questions, we will answer them in an open and honest way
* be accountable – if you don’t like what we’re doing we want to hear from you

**How we come to hold your personal information**

We will only hold information about you if you have agreed we can. This can happen in a number of ways:

* giving us your information directly e.g. when you register on the website to receive downloads and resources, request a service, sign up for an event, make a donation, or communicate with us
* giving us your details indirectly e.g. when you sign up for an event or fundraise for us through a third party such as an events company or through fundraising sites such as CAF Donate. These organisations will only pass on your details to us if you have agreed they can do so

**What personal information do we collect and how do we use it**

The type of information we collect from you varies depending on the nature of your engagement with us but may include:

* name
* contact details including address, phone number and email address
* date of birth
* the nature of your disability, if relevant to us in order to identify suitable instruments or apparatus
* bank details (but only for the purposes of processing donations, instrument hire scheme transactions or purchases).

**We will mainly use your personal information to:**

* provide you with services, products or information
* administer your donation or support your fundraising, including processing gift aid
* support your volunteering activities for us
* keep a record of your relationship with us
* ensure we know how you prefer to be contacted
* understand how we can improve our services, products or information.
* contribute to research and development, where explicit consent has been granted by you.

We may also collect and retain your information if you send feedback about our services or make a complaint.

**Building profiles of supporters and targeting communications**

At the OHMI Trust, we aim to make sure that the information we send to you is relevant and timely. We also wish to use our resources effectively, something supporters tell us is important too. We may use profiling techniques to help us to send appropriate communications or make appropriate fundraising requests to supporters and importantly, enable us to raise more funds sooner, and more cost-effectively, than we otherwise would.

A profile is primarily based on information that you have given through previous interactions with us. This may include broad information relating to you, such as geographic and socio-economic data (e.g. age, postcode etc.). This helps us to only contact you with the most relevant communications. If you have made a gift to us, we would bear in mind its value and your gift patterns to help us be as relevant to you as we can.

If you have any questions or concerns about how we communicate with you, how we use your data or would like to change any of your preferences in these areas, please email [admin@ohmi.org.uk](mailto:admin@ohmi.org.uk)

**Frequently asked questions**

*How does the OHMI Trust make sure my data is safe?*

Your information is kept securely and, if electronic saved on an encrypted server, following best practice of data storage and data protection legislation.

We sometimes use external agencies to deliver our work, such as our OHMI *Music-Makers* scheme. When we do, measures are put in place to ensure that your personal information is safe, secure and not shared with anyone else for their own purposes. We ensure those agencies only ever use your data on our behalf in accordance with our instructions, and adhere to the same high levels of data security as the OHMI Trust following the Data Protection Act.

*Do you sell my name and address to other organisations?*

No, the OHMI Trust never sells personal information about supporters to any other organisation.

*How do you decide who to contact and what to send them?*

We contact our supporters based on how they have engaged with us in the recent past, what channels they have given consent for us to contact them by (e.g. email, SMS etc.) or how they have informed us they wish to be contacted.

*How can I opt out of communications from the OHMI Trust?*

If you wish to change how we communicate with you or opt-out of receiving further communications, please email [admin@ohmi.org.uk](mailto:admin@ohmi.org.uk) and we will remove your details from our system.

**Get In Touch**

Email Us – admin@ohmi.org.uk

The OHMI Trust

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Most recent policy review: May 2023

Next review date: May 2028