

Privacy notice

This privacy notice was last updated on 05 August 2026.

1. About this privacy notice

Britten Sinfonia is committed to protecting your privacy.

This privacy notice explains when we collect information about you (your personal data). It also explains how we use your personal data, and how you can control your personal data and your rights.

We hope you'll find this privacy notice clear and easy to understand. If you do have any concerns or questions, please feel free to contact us. You'll find our contact information in the section "***Who we are and how to contact us***".

We may update this privacy notice from time to time. If we make significant changes to this privacy notice, we will take steps to inform you, for example, by email or by posting a notice on our website. The date at the top of this privacy notice tells you when this privacy notice was last updated.

2. Who we are and how to contact us

We are Britten Sinfonia Ltd. We are a registered company and also a registered charity.

Our company registration number is 01486893.

Our registered charity number is 291245.

You can contact us at:

Address: Compass House, 80 Newmarket Road, Cambridge, Cambridgeshire, England, CB5 8DZ

Email: info@brittensinfonia.com

3. Overview

We collect and use your personal data when you interact with us, for example:

- When you buy tickets to our concerts
- When you donate to Britten Sinfonia or become a Britten Sinfonia supporter
- When you register to attend any of our supporter events or if you attend as a guest of one of our supporters
- When you sign up to receive email updates
- When you apply for one of our composer schemes
- When you apply for a vacancy at Britten Sinfonia
- When you visit our website
- When you interact with our social media accounts (Twitter, Instagram, Facebook). This depends on your privacy settings on social media
- When you contact us, for example by phone, email or via social media

From time to time, we may send you information about Britten Sinfonia, our concerts, events, work in the community, and how you can support us, if we think this would be of interest. We will only send you this type of information by email if you have subscribed to our email updates, given your consent (“opt-in”), or there is a legitimate interest reason for us to contact you (for example, if you are a music industry professional or a funder). We hope you enjoy receiving updates from us.

If you would like to stop receiving updates, please let us know by contacting us at:

Post: F.A.O. Marketing and Communications Director, Britten Sinfonia, 3rd Floor, Compass House, 80 Newmarket Road, Cambridge CB5 8DZ

Email: info@britten-sinfonia.com

Phone: 01223 300795

You can also stop receiving email updates by clicking the *unsubscribe* link, which you will find at the bottom of all our marketing emails.

Like all organisations, we use cloud software provided by third parties to process information, including your information. You can find out more about this in Section 7.

We don't pass your data on to third parties, unless required by law, or for safeguarding purposes, or to limited third parties such as our insurers or bank. This is explained in more detail in Section 7. We may share anonymised data, such as when we use an accredited audience data agency to analyse the aggregated postcodes of all people who have booked for our events, benchmarking the data against data from other cultural organisations in the East of England and from the whole of England. We do this so we can understand which groups we are successfully engaging with, and which we could try to engage with more.

You can find more detailed information on our use of your personal data and your rights by clicking on the headings below.

4. How we use your personal data

The table below explains when and why we use different types of personal data:

	When do we collect your personal data?	What type of personal data do we collect or use?	What do we use this personal data for?
Concert tickets sold by Britten Sinfonia (usually via Ticketsource.co.uk)	When you buy tickets to a Britten Sinfonia concert for which Britten Sinfonia is selling tickets (usually via Ticketsource)	If you tick a box during your booking journey to opt in to receiving communications from Britten Sinfonia: • Your name, email address, postal address (if provided) and telephone number (if provided) • Details of your purchase • Your communication preferences (via email or via post) If you do not tick this box to opt in your name and contact details is held by Ticketsource. Britten Sinfonia can access it only to send important	We use this information to: • Send you useful information relating to the event you have booked (e.g. doors opening times, downloadable programmes, etc.) prior to your • Let you know of any changes that affect your booking • Send you a post-concert email with a survey about your experience. During your booking journey, you will be presented with the option to sign up to our newsletter and receive updates from us.

	When do we collect your personal data?	What type of personal data do we collect or use?	What do we use this personal data for?
		information in a pre-event email, to send a post-show email with a survey about your experience, and in order to have a report of all bookers and their seats at the event.	may use your contact preferences to provide you with updates about Britten Sinfonia from time to time. Section 6 of this privacy notice explains this in more detail, including how to let us know if you would like to stop receiving updates.
Concert tickets sold by venues	When you book tickets for an event which is promoted or co-promoted by Britten Sinfonia, but for which the venue is selling the tickets.	If you tick a box during your booking journey to opt in to receiving communications from Britten Sinfonia: • Your name, email address, postal address (if provided) • The event you attended • The event location If you do not tick this box to opt into hearing from Britten Sinfonia, or if there is no option to do so Britten Sinfonia has no access to your data. Your data is held by the relevant venue.	If you have opted in to hear from us, we use this information to send you information about our events, activities and news. We may also use it to invite you to join Britten Sinfonia as a member or to donate to one of our fundraising campaigns.
Membership and Donations	If you make a donation or join one of our supporter schemes	Britten Sinfonia does not store any bank or card information on our CRM database. If you make a donation or pay to subscribe as a member, this information will be stored by third-party payment providers. Britten Sinfonia does store: • Your name, postal address and email address • Details of your donation or support (including amount, date and purpose) • Your Gift Aid declaration, if applicable	We use this information to process your donation and to claim Gift Aid. With your permission, we may publish an acknowledgement of your support in our concert programmes or on our website. Our trustees have a duty to ensure that there is no reputational or financial risk to accepting

	When do we collect your personal data?	What type of personal data do we collect or use?	What do we use this personal data for?
		is our Direct Debit processor, and Direct Debits are protected under the Direct Debit Guarantee. Your contact preferences, if you have opted-in to receive updates from us	a donation or other kind of support. For more information on when this may apply and the type of information we might use please see the Charity Commission Guidance. We may use your contact preferences to provide you with updates about Britten Sinfonia from time to time. Section 6 of this privacy notice explains this in more detail, including how to let us know if you want to stop receiving updates.
Donor Prospects	Ongoing prospect research	Publicly available information	As a fundraising organisation, we may undertake in-house research to gather information about you from publicly available sources. You will always have the right to opt out of this processing. If you would prefer us not to use your data in this way, please email us. We may also carry out research using publicly available information to identify individuals who may have an interest in our programmes but with whom we are not already in touch. This may include people connected to our current supporters, trustees or other key stakeholders. This research helps us to understand more about you as an individual so we can focus conversations we have with you in the most effective way and ensure that we provide you with an experience which is appropriate for

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			you. If you would prefer us not to use your data in this way, please email us. We may also use publicly available sources to carry out due diligence on donors to meet money laundering regulations.
Donor Events	When you register to attend or take part in any of our supporter events, for example, pre-concert receptions or open rehearsals	• Your name and contact details • The name and contact details of any guest(s) that accompany you • Your dietary requirements, if relevant • Your accessibility needs, if relevant • If known, your connection with Britten Sinfonia or other Britten Sinfonia supporters, members of staff, musicians, or employees, and your philanthropic support.	We use your and your guests' names and contact details to register you (and them) for the event.
Learning & Participation (L&P) and Community-based activities	If you register to attend or to take part in our L&P or community activities.	• Full Name • Pronouns • Address • Age • Email Address • Instrument • Experience • Access Requirements • Medical Conditions where we would need to be aware of this to ensure your health and safety. We may take photos at our L&P events and publish these in promotional materials. If our L&P event is	• Planning and organising Learning & Participation programmes. • Event Registration • Follow-up Surveys • Safeguarding • First Aid and Health & Safety

	When do we collect your personal data?	What type of personal data do we collect or use?	What do we use this personal data for?
		hosted by another organisation – for example a school or hospital – that organisation may share with us photos of the L&P event that they have taken, for our promotional use.	
Musicians, workshop leaders and performers	If you are engaged to perform with Britten Sinfonia	• Name and contact details • Instrument • Experience • Biographical information • National insurance number • Bank account details • Passport details and scan • DBS checks • VAT no. where applicable • Optional: emergency contact and their relationship to you; dietary requirements, vehicle registration	• Processing payments to musicians • Booking flights and applying for visas for musicians • Booking players for future work • Providing information on projects • Assessing suitability for work with children (DBS checks) • Booking parking at events and workshops • Planning catering for musicians (dietary requirements) • Contacting family in an emergency • Biographical info for programmes and website
Website	When you visit our website	• Internet protocol (IP) address, or other unique device identifiers. • Login data, browser type, version and settings, browser plug-in types. • Your operating system and platform. • Time and dates of access and time zone settings and location. • Information provided via a web form. • Searches conducted, site visits and versions. • Data collected by cookies • Crash data	We use technical information to make sure our website works properly on your device and for as wide a range of our users as possible. Technical information helps us to improve our website to provide you with a better experience when you are browsing. We use usage information to improve the way our website works, for example, by ensuring that users can find what they are looking for easily.

	When do we collect your personal data?	What type of personal data do we collect or use?	What do we use this personal data for?
		• Technical information: Your IP address, the type of device you are using, for example, whether you are using a phone or a tablet or PC, the type of browser you are using, operating system, and other technical information. • Usage information: information about your visit to our website, including the date of your visit, the pages you visit, links you click, requests you make, content you view, download and share. Some of this information is collected using cookies and similar tracking technology. You can find out more about our use of cookies and similar technologies in our cookie policy at https://www.brittensinfonia.com/legal/cookies	
Profiling	When you book for one of our events, purchase a membership or make a donation.	• Your postcode	We occasionally share the anonymised postcodes of our concert bookers, members and donors with approved third-parties such as The Audience Agency. The Audience Agency map postcodes to geodemographic profiles and show us how the profile of our audience compares to the aggregated profiles of other cultural organisations in the East of England and across England. See https://www.theaudienceagency.org/audience-spectrum We do this so we better understand our own audience and how to reach more people who are similar to our audience. We also use it to

	When do we collect your personal data?	What type of personal data do we collect or use?	What do we use this personal data for?
			look at the profiles of people with low engagement with us so that we can try to find ways to increase engagement with them.
Composers	If you apply for one of our composer development schemes	• Full Name • Pronouns • Postal address, email address, and phone number • Age • Contact Details • Instrument • Experience as a composer • Education • Any other information that you provide to us as part of your application • Access needs (if shortlisted for interview or to participate) • Bank details (to pay bursaries) • Your photograph and biography for successful composers	We use this personal data to provide you with information about the scheme, to assess your application, to interview you, to decide whether to offer you a place on the scheme, and to enable you to take part effectively.
Vacancies	If you enquire about or apply for a vacancy at Britten Sinfonia	• Your name, postal address, email address, phone number and driving licence status • Information that you provide to us in your application or CV, including qualifications, skills, experience and employment history • Your professional information from publicly available online sources, including Companies House and LinkedIn Depending on your relationship with us, we may also collect and process	We use this personal data to provide you with information about the vacancy, to assess your application, to interview you, and to decide whether to offer you a position in Britten Sinfonia. We will invite you to complete an optional Diversity, Equality and Inclusion monitoring form. The data collected is stored separately from applications as aggregated data, which helps us monitor our progress in attracting a

	When do we collect your personal data?	What type of personal data do we collect or use?	What do we use this personal data for?
		• Interview notes • References and other information relating to your past employment • Information about your nationality and right to work status • Your racial or ethnic origin, gender and sexual orientation, religious or similar beliefs to assist with our internal diversity monitoring procedures. • Your national insurance and tax details, if you are appointed to the role. • Information about any disability you may have, if you are appointed to the role. • Information about criminal convictions and offences, allegations and proceedings, if you are appointed to the role.	continually more diverse range of applicants and successful candidates.
Correspondence and other interactions	If you correspond or interact with us for example, via email or webform, or if you contact us by telephone.	• Your name and any contact details you provide to us • Details of our correspondence or interaction with you.	We use this information to respond to your correspondence, and to address any query.
Contractors	If you provide Britten Sinfonia with services and send an invoice	• Name, address • Bank details	• Invoice stored physically and digitally • Bank details added to our supplier BACS payment run list

5. Explaining lawful processing

Like all organisations that process personal data, Britten Sinfonia, must have a lawful basis for processing.

There are four lawful bases that Britten Sinfonia relies on. Which one applies depends on the type of personal data we use and the reason for our processing. The four lawful bases we rely on are

- Contract,
- Legitimate interests,
- Consent, and
- Substantial public interest

These are explained in more detail below.

Contract: In some cases we process your personal data where this is necessary to perform a contract with you. We might also process personal data at your request before we enter into a contract with you. We rely on “contract” as our lawful basis for:

- Ticket purchases
- If you apply to one of our composer schemes or for a vacancy at Britten Sinfonia
- If we engage you to perform with Britten Sinfonia
- If we engage you to perform other services as a contractor

Legitimate interests:

The law allows us to process your personal data if we (or somebody else) has a legitimate interest in doing so. This means it must be necessary to process your personal data for our legitimate interests or somebody else’s legitimate interests. We must weigh the legitimate interests against your rights and interests. If your rights and interests outweigh our legitimate interests, then they take priority. We must also consider whether you would reasonably expect us to use your data for our purpose.

Our legitimate interests include:

- Communicating with our donors and supporters in line with their membership of Britten Sinfonia
- Communicating with guests or prospective guests at our events
- Organising and running events to further our charitable purposes
- Providing benefits and services to our audiences, supporters, and other stakeholders

Britten Sinfonia Privacy Notice

- Carrying out responsible and appropriate due diligence on donors and prospective donors
- Providing reports to funding organisations
- Processing financial transactions and maintaining financial controls.
- Administering Gift Aid.
- Preventing or detecting fraud, misuse of services, or money laundering.
- Exercising our legal rights or complying with court orders;
- Carrying out background checks, where permitted
- Responding to enquiries
- Profiling
- Maintaining 'do not contact' lists
- Any merger or restructuring of Britten Sinfonia

Consent: We will only process your personal data for the following purposes if we have your consent:

- Sending you marketing and fundraising emails and postal mail

We always ask for your consent separately before processing your personal data for these purposes.

You can withdraw your consent at any time by contacting us. See Section 2 above (**Who we are and how to contact us**).

Explicit consent to process your sensitive data: We may ask for your explicit consent before processing your sensitive personal data. Sensitive personal data includes information about your health, religious beliefs, race or ethnicity, or sexual orientation. You can withdraw your consent at any time.

Substantial public interest in diversity monitoring. If we invite you to complete a Diversity, Equality and Inclusion monitoring form, we may process the information you provide on the form on the basis that this is in the substantial public interest, or we may ask for your explicit consent. If we ask for your explicit consent, you can withdraw your consent at any time.

6. How to opt out of our updates and marketing communications

You can control your marketing preferences at any time.

To stop receiving updates and marketing communication from us, you can:

Britten Sinfonia Privacy Notice

- Write to us at Britten Sinfonia, 3rd Floor, Compass House, 80 Newmarket Road, Cambridge CB5 8DZ
- Email us at info@brittensinfonia.com
- Call us on 01223 300795

You can also stop receiving email updates by clicking the *unsubscribe* link, which you will find at the bottom of all our marketing emails.

7. Sharing your personal data

In some cases, we may share or disclose your personal data with third parties.

Recipient	Reason
Our main databases – Beacon CRM for audience, member, donor and general contacts, and for sending mass emails; OPAS (Orchestra Planning and Administration System) for storing details of musicians	We use external service providers to help to make our operations more efficient
Our bank	For processing financial transactions
Mailing Houses	For sending large postal mailings. Files with personal names and addresses are shared securely and the mailing house securely deletes files immediately after mailings.
Our auditors	In relation to the audit of our accounts
Professional fundraising advisor/consultants	
Promoter and travel agencies	For making touring arrangements
Insurers and brokers	For arranging insurances
Law enforcement agencies and regulatory bodies	To comply with our legal obligations

We only allow our service providers to handle your personal data if we are satisfied they take appropriate measures to protect your personal data. We also impose contractual obligations on service providers to ensure your confidentiality is maintained. We may also need to share

some personal data with other parties, for example during a re-structuring. We ensure that any recipient of the information is bound by confidentiality obligations.

8. Transferring your personal data outside the UK

We may store your personal data outside the UK:

- We use OPAS GmbH (based in Germany) to store the details of musicians we work with.

9. How long we keep your personal data

How long we keep your information for depends on the context and nature of the data.

In some cases, the law determines how long we must keep personal data for.

As a rule, we will keep your information only for as long as is reasonable and necessary for our purposes and to fulfil our legal obligations.

For further information, please contact us. See Section 2 (**Who we are and how to contact us**).

10. Your rights

This section contains a short summary of your rights in relation to your personal data. These rights do not apply in every situation. For further information, including the circumstances in which they do and do not apply, you may find it helpful to refer to the guidance from the UK's Information Commissioner on your rights under UK GDPR. The rights are:

- The right to ask us for a copy of your personal data which we hold about you.
- The right to ask us to correct any of your personal data that is inaccurate or out of date. You also have the right to ask us to complete information that is incomplete.
- The right to ask us to erase your personal data where it is no longer necessary for us to retain it.
- The right to request a restriction on processing of your personal data in certain circumstances, for example, if you contest the accuracy of your personal data.
- The right to receive the personal data you provided to us, in a structured, commonly-used, machine readable format and/or transmit that data to a third party, in certain circumstances.

- The right to withdraw your consent to processing of your personal data at any time. Please see Section X of this privacy notice for further details.
- The right to object to the processing of your personal data for direct marketing purposes.
- The right to object to the processing of your personal data in certain other circumstances.
- The right to lodge a complaint with the Information Commissioners Office.

11. How to complain

If you have a concern about how we have handled your personal data, you can contact us and we will look into the matter.

To make a complaint please send details to us by email or post. Our email and postal address are in the "How to contact us" section of this notice. Please explain what has happened and why you believe your personal data may have been affected.

We will acknowledge your concern within 30 days. We will review the issue, keep you informed of our progress, and provide a clear response once our review is complete.

If you are not satisfied with our response, you may contact the Information Commissioner's Office (ICO). You can contact the Information Commissioner on 0303 123 1113 or using the details at <https://ico.org.uk/make-a-complaint>