Love Pop Choir Privacy Policy

Last updated: 11 November 2026

1. Who we are

This policy explains how Love Pop Choir collects, uses and protects your personal information, and the rights you have over it. It applies to our Members, people who come to free taster Sessions, carers and guests who come with them, people and organisations who book us to perform, our Choir Directors, and visitors to our website.

Love Pop Choir is run by **Lauren Elliott**, a sole trader, who is the "controller" of your personal information. That means we decide how and why it is used and are responsible for looking after it.

Email	sing@lovepopchoir.com
Correspondence address	Love Pop Choir, c/o Kerve Brand & Marketing, 1 Victoria Avenue, Harrogate, North Yorkshire, HG1 1EQ, United Kingdom

We never sell your personal information.

2. The information we collect

Members and taster attendees

- Your name, email address and mobile number, and the password you choose for your account.
- The branch you attend, your membership and payment history, and any discounts or credits applied.
- Your Direct Debit details, which you give to our payment provider GoCardless. We can see your name, address and payment status; your full bank details are held by GoCardless. If you ask us to set up your Direct Debit for you, we use the bank details you give us only for that, and delete them as soon as it is done.
- Bank transfer details when you pay us directly, for example for an event fee or social.
- Attendance at Sessions, and whether you plan to attend Performances through our events system.
- Photos, videos and audio recordings of you taken at Sessions and Performances, any you post in our official groups, and any objection or agreed arrangement about them.

- Any feedback, quotes or reviews you give us or post publicly about the choir.
- Any health condition, allergy, dietary requirement, access need or carer arrangement you choose to tell us about, so we can support you.
- Merchandise orders, such as sizes.
- Messages you send us, and posts in our branch WhatsApp and Facebook groups.
- Occasionally, information about an incident, accident, conduct concern or safeguarding concern. This may include information about your health, which is given extra protection by law.

Carers and guests

The name of any carer or guest who comes to a Session with a Member, recorded on the register or attendance list for fire safety head counts, and any incident involving them.

People who book us to perform

Your name, organisation, contact details, event details, and payment and invoice records.

Choir Directors and their substitutes

Name, contact details, address, professional bio and photo, insurance and equipment-testing certificates, invoices and payment details. For substitutes, we also keep a record of their signed Substitute Undertaking and which Choir Director they covered for.

Website visitors

Technical information needed to run the website securely, such as your IP address and browser type, and the cookies described in section 7.

Where we get it from

Most of this information comes from you. Some comes from other people: our Choir Directors (registers, attendance and incident reports), GoCardless (your address and payment status), the event organiser or venue for a Performance, and occasionally another Member or a venue if they raise a concern.

What you need to give us

To become a Member, we need your name and contact details, and the address and bank details GoCardless needs to set up your Direct Debit. Without them we can't provide your membership. Anything else, including health information, is up to you.

3. How we use it and why we are allowed to

The law requires a lawful basis for each use of your information. These are ours.

What we use it for	Lawful basis
Running your membership: your account, Sessions, registers and resources	Contract (to provide what you signed up for)
Taking payments, issuing invoices, keeping accounts and paying tax	Contract; legal obligation (tax law)
Sending you Session and event information by email, text or our official branch groups	Contract; legitimate interests (keeping Members informed)
Adding you to your branch's WhatsApp and Facebook groups	Your consent, which you can withdraw at any time
Telling taster attendees about their taster and sending one follow-up afterwards	Legitimate interests; you can opt out at any time
Taking photos, videos and audio recordings at Sessions and Performances, sharing them with Members and publishing them (including those you post in our official groups) to promote the choir	Legitimate interests (see section 4)
Using your quotes and reviews on our website, social media and marketing to promote the choir	Legitimate interests; we will stop using yours if you ask
Fire safety head counts, risk assessments and recording incidents; supporting any health condition, allergy, dietary requirement or access need you tell us about, including passing it to an event organiser when you agree (using your explicit consent for health information)	Legitimate interests; legal obligation (health and safety)
Responding to safeguarding concerns	Legitimate interests; for health or other sensitive information, the safeguarding conditions in the Data Protection Act 2018, or your explicit consent
Sharing health information with first aiders or emergency services in an emergency	Vital interests (to protect your life or someone else's)
Managing Performance bookings	Contract
Working with our Choir Directors	Contract; legal obligation
Keeping our website and systems secure	Legitimate interests

Where we rely on legitimate interests, we have considered your rights and expectations, and you can object at any time (see section 8).

4. Photos and videos

Photos and videos are part of being a Love Pop Choir Member, and we tell everyone this before they join. Our Choir Directors take photos, videos and audio recordings at Sessions and Performances and send them to us. We may also use any you post in our official groups. We share them with Members and publish them on our website, Facebook, Instagram, YouTube and Flickr to promote the choir. We may use editing tools, including AI tools, to edit them or to create promotional images from them. We do this on the basis of our legitimate interests in promoting the choir and sharing the experience with Members.

- **Your right to object:** if you have a particular reason for not wanting to appear, such as a safety concern, email sing@lovepopchoir.com. We will consider your circumstances carefully and discuss what we can do, for example keeping you out of shot or not featuring you in close-ups. If we cannot meet your request, we will explain why, and you may choose to end your membership in line with our Refund Policy.
- **Removing images:** if we agree to your request, we will remove existing images of you from our website and our current social media posts where we reasonably can.
- **What we can't control:** we cannot recall printed materials already handed out, or images that other people have shared or downloaded. Event organisers and audience members may also take their own photos at public Performances; those are their responsibility.
- **Choir Directors' copies:** Choir Directors delete unpublished photos and videos from their devices by the end of each Half Term, and all copies when they stop working with us.

5. Who we share it with

We share only what each recipient needs. Those who handle data on our behalf do so under contract and only on our instructions.

Who	Why	Where
Our Choir Directors and their substitutes	Running Sessions, registers, branch groups and Performances	UK

Who	Why	Where
Volunteers who help with our admin	Helping us run the choir day to day, on our instructions, including admin, events, correspondence, and advising on concerns or complaints involving Members or Choir Directors, which may include sensitive information	UK
Our website developer	Hosting our website, booking system and email	UK
GoCardless	Collecting Direct Debit payments	UK and EEA
Our bank	Receiving bank transfers	UK
QuickBooks (Intuit)	Bookkeeping, invoicing and keeping our accounts	UK and USA
Twilio	Sending text messages	USA
AI assistants, such as Claude (Anthropic)	Helping us draft documents and messages, organise admin, edit photos and create marketing images, review information and think through issues and decisions. A person always makes the final decision about you	USA
Meta (WhatsApp, Facebook, Instagram), Google (YouTube) and Flickr	Branch groups, where your name, profile and phone number are visible to Choir Directors and other members of the group, and publishing photos, videos and recordings (see section 4)	USA and other countries
Our accountant	Preparing accounts and tax returns	UK
Our insurers and professional advisers, such as a solicitor	If there is an accident, claim or dispute	UK

Who	Why	Where
Event organisers and venues	Only where needed for a Performance or event, such as numbers or names for access, names and meal choices for a social such as our Christmas party, and any allergy, dietary requirement or access need you have agreed we can pass on, for example when they are providing food or arranging step-free access, seating or parking	UK
Emergency services, police, local authority safeguarding teams, HMRC and other authorities	Where the law requires it or someone is at risk of harm, and debt recovery services or courts if fees remain unpaid	UK

If the business is ever transferred to a company owned by Lauren Elliott, your information would transfer with it and this policy would continue to apply.

Transfers outside the UK. Some providers listed above store or process information outside the UK. When they do, it is protected by UK government adequacy decisions (such as the UK-US Data Bridge) or by approved contract terms that require the same level of protection as UK law.

6. How long we keep it

We keep information only as long as we need it, then delete it securely.

Information	How long
Member account and contact details	While you are a Member, then 12 months after your last membership payment, so you can easily rejoin
Taster sign-ups who don't join	6 months after the taster
Branch WhatsApp and Facebook group membership	Removed when you stop being an active Member
Session registers and attendance	3 years, in case of an injury claim

Information	How long
Payment, invoice and accounting records	6 years after the end of the tax year they relate to, as tax law requires
Performance booking records	6 years after the event
Unpublished photos and videos	Up to 12 months
Published photos and videos	Kept in our archive and online unless you ask us to remove them (see section 4)
Quotes and reviews used in our marketing	Until you ask us to stop using them
Any photo objection or agreed arrangement	As long as we hold photos of you
Allergy, dietary and access details for a particular event	Deleted after the event. Once we have passed it to an organiser, their own privacy policy applies
Health, access needs or carer arrangements you tell us about	While you are a Member, or until you tell us they no longer apply
Incident and safeguarding records	6 years after the last action taken, or longer if needed for a legal claim or by the authorities
Choir Director records	6 years after they stop working with us (for substitutes, 6 years after their last cover)
Website security logs	Short periods only, as needed for security

Bank details you give us so we can set up a Direct Debit for you are deleted as soon as it is set up.

7. Security, age and cookies

Keeping it secure. Access to your information is limited to those who need it. Our Choir Directors and admin volunteers are bound by written data protection terms, use passcode-protected devices and must report any loss or misuse to us within 24 hours. If a breach is likely to put you at risk, we will tell you and, where required, the Information Commissioner's Office.

Adults only. Love Pop Choir is for adults aged 18 and over. If we learn that someone under 18 has signed up, we will close the account and delete their information.

Cookies. Our website's own cookies are only the ones it needs to work, such as keeping you logged in to your account and making bookings. Some pages show videos from YouTube. YouTube may set its own cookies when you visit those pages; Google's privacy policy explains how it uses them. We do not use analytics or advertising cookies. If that changes, we will ask for your consent first.

8. Your rights

You have the right to:

- **see** the personal information we hold about you and get a copy;
- **correct** anything that is wrong or incomplete;
- **ask us to delete** your information, where we no longer have a good reason to keep it;
- **restrict** how we use it while a concern is looked into;
- **object** to us using it on the basis of legitimate interests, and to stop any messages promoting the choir. For photos and videos, see section 4;
- **receive** information you gave us in a format you can pass to someone else;
- **withdraw consent** at any time, for example for branch groups or for sharing health information with an event organiser. This does not affect anything we did before you withdrew it.

To use any of these rights, email sing@lovepopchoir.com. We will respond within one month and there is normally no charge.

Complaints. If you are unhappy with how we have handled your information, please contact us first. We will acknowledge your complaint within 30 days and let you know the outcome. You can also complain to the Information Commissioner's Office at ico.org.uk or on 0303 123 1113.

Changes to this policy. We will update this policy when the way we use information changes, and show the date of the latest version at the top. We will tell Members about any significant changes.