

Snake Davis Policy & Procedures regarding the General Data Protection Register

Applicable to Fan Mail and Customer Contacts

Personal (customer) details are collected through sign up forms either postcards from attending a performance, by a request received through email or letter or by completing a form at www.snakedavis.rocks These are all opt in methods.

The details requested are:-

- Name
- Address
- Email.

We also provide voluntary tick boxes to ask if that person is interested in:-

- Snake Davis workshops
- If they are happy to help with posters
- Which event they attended (on postcards)

Our lawful basis for processing personal data falls into the category of “Consent: the individual has given clear consent for you to process their personal data for a specific purpose.”

The data provided is processed in house.

The information is added into a database called **Daylite** which is a Customer Relationship Management software package produced by the company Marketcircle. This is a Canadian company, governed by Canadian privacy laws. To date, the European Commission has found Canada to be among the countries providing adequate protection for EU citizens and businesses <https://www.marketcircle.com/gdpr>

We do not use remote servers to sync our data. Our data is backed up to a separate (off line) hard disk and stored securely (in a locked office). The computer used to process mail outs is password protected.

All postal mail outs are processed in house.

eShots are sent out using the email marketing services of:-

Mailchimp who confirm that “We've updated our Data Processing Agreement and our third-party vendor contracts to meet the GDPR's requirements.” and Direct Mail with e3 software as of 24 April 2018 “The publishers of Direct Mail, e3 Software, are finalizing compliance to the cross-border [Privacy Shield](#) framework, which the European Commission recognizes as meeting this legal basis for adequate privacy protections.”

Unsubscribe details are in every email or sending an email to sally@snakedavis.rocks will ensure action prompt action is taken. Anyone who unsubscribes will have their data permanently deleted from our system.

Fans who are contacted by post that is subsequently returned to sender will have their postal address removed from our system. If we still have an email address for that person, we will then use this as our method of communication until or unless we are requested to remove them completely from our database.

Fans / Customers may ask what details we hold for them at any time. The details will only be name, address and/or email address plus any additional information they have given us i.e. the gig they first attended, if they are willing to help with posters and if they are interested in Snake workshops.