

Website privacy policy

Privacy and Cookie Policy

This Privacy & Cookies Policy (“Policy”) dated June 2021 replaces our previous policies. Please take the time to review before you continue to use our products and services. The Orff Schulwerk Society of South Africa (hereafter referred to as the Orff Society) focuses on the music teaching philosophies of German composer Carl Orff and Gunild Keetman. For the purpose of applicable data protection laws, the data controller is part of the National Committee of the Orff Society, based in Johannesburg. Members of the National Committee may use and share, within that group, the information you provide and other information held about you for the purposes set out below. For more information about the Orff Society, please see the website of the Orff Society on www.orff.co.za. This privacy policy governs the collection and use of personal information by the Orff Society. For more information about these events please visit our website. We are committed to protecting and respecting your privacy. This privacy policy explains the types of personal information we collect, how we use that information, who we share it with, how we protect that information, and your legal rights in relation to your information. We are committed to abiding by this privacy policy, as well as the requirements of applicable laws, in the operation of our business. Please read this policy carefully as it explains our views and practices regarding your personal information and how it is handled. By accessing or browsing our website, attending our events in person or virtually, you confirm that you have read, understood and agree to this privacy policy in its entirety.

Information we may hold about you

This policy covers all personal information collected and used by the Orff Society. In this policy “personal information” means information that (either in isolation or in combination with other information held by us) enables you to be identified as an individual or recognised directly or indirectly. This may include your name, date of birth, postal address, email address, computer IP address, phone number, together with information from or about you which is uploaded to any virtual event platform, or generated on it or recorded through it – for example recordings of speeches or presentations, chat content, questions, poll results and audio-visual content incorporating your likeness, image or opinions.

Collection of personal information

We may collect information about you from different sources detailed below.

Information you give us:

When you access and browse our website (including when you register for an event onsite or virtually or fill in forms) and when you correspond with us by phone or email or other electronic means, you may give us information about yourself. The information you give us may include your name, payment processing information, postal address, email address, landline and/or mobile telephone number, delivery details, dietary and access requirements and information about your employment (including your job title, responsibilities and employer’s details) as well as other personal information. In addition when you interact with any virtual event platform you may give us or create content about you – for example

speeches or presentations, chat content, questions, poll results and audio-visual content incorporating your likeness, image or opinions.

Information we collect about you:

With regard to each of your visits to our website (including any virtual event platform), we may also use cookies and other technologies to automatically collect the following information: technical information, including the Internet protocol (IP) address used to connect your computer to the internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating systems and platform; and information about your visit, including the full Uniform Resource Locators (URL) clickstreams to, on and from our websites, products you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks and mouse-overs), methods used to browse away from the page and any phone number used to call us.

Information we receive and collect from other sources:

We may receive information about you from other websites operated by the Orff Society or from the other services that we provide.

We may also collect information about you from publicly available sources, including publicly available content on social media e.g. your name, job title and industry. We may also receive information about you from you from your employer when (i) they complete registration forms for delegate, sponsorship, media partner or exhibitor activities at our events; or (ii) they provide us with your details as points of contact for administration, billing or relationship management purposes.

Cookies

Our websites use cookies to distinguish you from other users. This helps us to provide you with a good experience when you browse the websites and also allows us to improve our websites.

Our use of your personal information

We may use your personal information to:	How do we use personal information for this purpose?	What is the legal basis for us processing your information in this way?
Provide you with goods and services	We will need to use your personal information where this is necessary for us to perform our obligations under a contract with you, for example where you have	Using your personal information in this way is necessary

	purchased services from us, and to ensure your requirements are met at events.	for us to perform our contractual obligations to you.
Ensure that your requirements are met at events	We may use your personal information to better understand your requirements and preferences, so that we can provide you with a tailored experience.	It is in our legitimate interests to look at your requirements so that we can personalise our events for you, to better meet your needs as a customer.
Complete bookings you make through our website	We will need to use your contact information (such as your email address or postal address) to assist you with any bookings you make through our website.	Using your personal information in this way is necessary for us to perform our contractual obligations to you.
Process your payments and protect against fraudulent transactions	We may need to process your personal information in order to keep your payments safe and secure and protect against fraudulent transactions.	It is in our legitimate interests to process personal information to keep our customers' payments secure.
Contact you for research purposes or to tell you about our special offers or other goods and services	We will need to use your personal information (such as your email address and/or telephone number) to send you information about services that you may be interested in. Please note that we may also share your personal information with other Orff Association entities for this purpose.	We will ask for your consent before processing your information in this way.
Diagnose problems	We may need to use personal information,	We will ask for

<p>with our server or administer our websites including rectification of virtual events</p>	<p>such as your IP address, to diagnose server problems or administer our websites or rectify technical issues with our virtual events.</p>	<p>your consent to the use of cookies before processing.</p>
<p>Analyse user traffic to measure use of our websites and to improve the content of our websites and our services including monitoring attendance at virtual events</p>	<p>We may sometimes use your personal information (e.g. your IP address) to measure use of our websites and assess the effectiveness of our site pages, including advertising on our sites. We may also use this personal information to improve the content of our websites and services.</p>	<p>It is in our legitimate interest to look at user traffic so that we can improve our websites and better meet your needs as a customer.</p>
<p>Comply with legal requirements and exercise or defend legal claims</p>	<p>We may sometimes need to process personal information to comply with legal requirements to which we are subject (for example, in relation to health and safety and Trade Sanctions).</p>	<p>It is in our legitimate interests to process personal data for the purposes of complying with legal requirements to which we are subject.</p>
<p>Assess how people move through our events where you have activated one of the apps available at an event</p>	<p>We will need to use your personal information (such as information about your location) to understand how people have moved through an event that we host.</p>	<p>It is in our legitimate interests to use your location information to monitor movement through our events so that we are able to ascertain your interests in and around the event venue for the purpose of improving our service offering.</p>

<p>Where you consent to having your badge scanned at an event by us or a third party, contact you for research purposes or to tell you about special offers or other goods and services</p>	<p>We may use your personal information (such as your email address and/or telephone number) to send you information about services that you may be interested in. Please note that we may also share your personal information with other Orff Association entities and third parties for this purpose. When you do sign up to an event (including virtual), we will actively list by name any third parties who may be sent your data in connection with the event or for marketing purposes and afford you the opportunity to withdraw consent.</p>	<p>By allowing your badge to be scanned at an event you are consenting to your information being processed in this way. If you do not wish for you information to be processed please do not scan your badge.</p>
<p>To administer our relationship with your employer where they have booked services in respect of an event.</p>	<p>We may be given your details as points of contact for your employer to administer our relationship with that business (for example for administration, billing or relationship management purposes).</p>	<p>It is in our legitimate interests to liaise with businesses who have made event bookings for us and where your details have been provided to us as points of contact.</p>
<p>Where applicable, to provide you with virtual event functionality and content and to make recordings, user generated content and chat functionality within apps of your contributions (for example speeches or presentations, chat content, questions, poll results and audio-visual content incorporating your likeness, image or opinions)</p>	<p>We may use this information (which may be embedded or incorporated in event content) to enable you to participate and take the benefit of the services, content and functionality made available at the event. This content may be retained and reused by us for later business purposes (for example for reuse at subsequent events or to allow webinar access at a later stage).</p>	<p>It is in our legitimate interest to provide you with this functionality and to better enhance your experience at a virtual event by allowing you an opportunity to engage with speakers and content and to make this content available for future attendees of events. We would not share or make public private chat</p>

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Transfers of personal information

We may share your personal information with any member of the Orff Society event for direct marketing purposes, in order to enable you to access the services, provide you with support and conduct the other activities described in this privacy policy. We may also share recordings of the events and user generated content including your public contributions. Such group companies may be located outside of South Africa, in which case the section “Where we store your data” below will apply. We use other companies, agents or contractors (“Service Providers”) to perform services on our behalf or to assist us with the provision of services to you. For example, we may engage Service Providers to provide market research, marketing (including competitions), advertising, communications, event management (including logistics, health and safety and audio-visual services), meetings and bookings (including accommodation), training, IT, hosting and other infrastructure (including for the operation of any virtual event and the functionality within it), subscription and discount management, payment processing, and data cleansing and processing services. In the course of providing such services, these Service Providers may have access to your personal information. These third parties are contractually bound only to use personal information to perform the services that we hire them to provide. We will always use our best efforts to ensure that all the Service Providers we work with will keep your personal data secure. We may also disclose your personal information to third parties:

- in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;
- if any member of the Orff Society or substantially all of its assets are acquired by a third party, in which case personal data about its customers will be one of the transferred assets; and
- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation or in order to enforce our terms and conditions or other agreements, or to protect the rights, property or safety of the Orff Society.

If you use one of our virtual products, e.g. Websites, Directory Sites, Webinars etc., or choose to allow your badge to be scanned at an event, we may pass the information you provide to third parties. Generally this will be via a process whereby you, as the user, visit or interact with a third party e.g. visit a stand at an online exhibition, have your badge scanned or click on an asset branded and provided by a third party. In some instances, for example, a products listing site, you may reach out directly to a supplier or exhibitor who may contact you in return. In other instances our virtual products are sponsored and, in such cases the data you provided to us will be given to the sponsor. Generally, we will let you know at the time of collection if a product is sponsored. If you wish to change your contact preferences with an individual exhibitor/sponsor, please follow their own unsubscribe request details.

Unsubscribing with one of our products will stop that product from contacting you in the future, but not the individual third parties whom you have interacted with independently.

Where we store your data

The data that we collect from you may be transferred to, and stored at a destination outside the South Africa. It may also be processed by staff operating outside South Africa who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the provision of services to you or the processing of your payment details. We will take all steps that are mandatory or reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy and applicable data protection laws, including the [Protection of Personal Information Act](#), where relevant, entering into EU standard contractual clauses (or equivalent measures) with the party outside the EEA receiving the data.

Data retention of personal information

We store your data for no longer than necessary in relation to the purpose under which such data was collected. This is determined on a case by case basis and depends on things such as the nature of the data provided, why it was collected, the legal basis we rely upon to process the data, and our relevant legal or operation retention requirements. For example, if you request to delete your account we still have to retain some data for fraud prevention purposes and financial auditing.

Security of personal information

We use administrative, technical, and physical measures to safeguard personal information against loss, theft and unauthorised uses, access or modifications. Certain areas of our website may be password protected. Where we have given you (or where you have chosen) a password, you are responsible for keeping this password confidential. We ask you not to share your password(s) with anyone. Payments made via our websites are processed in a secure environment using software provided by third party providers.

Third party websites and apps

Our websites may contain links to and from third party websites and we may provide you with details of apps provided by third parties. Please note that if you follow a link to any of these websites or download an app, these websites and apps will have their own terms of use and privacy policies and that we do not accept any responsibility of liability for these policies. Please check these policies before you submit any personal data to these websites or apps.

Your rights

You have the following rights with respect to the personal information that we hold about you: **Restriction:** You have the right to request the restriction or suppression of your personal data, please contact us, at the contact details provided below. **Revoke consent for direct marketing:** You have the right to object to the processing of your data for direct marketing, you can opt-out by updating your settings or clicking on the 'unsubscribe' link in any marketing email or newsletter you receive from us.

Your right to access the information we hold about you

You have the right to ask us whether or not we process your personal data and to request information on the purposes of data processing as well as confirmation on whether we use your personal information for these purposes only. You can request access to the information we hold about you by contacting us using the contact details set out below. We will endeavour to make our file of your information available to you within 1 month, although occasionally we may not be able to give you access to the personal information we hold about you (for example, we may not be able to give you access if it would unreasonably affect someone else's privacy or if giving you access poses a serious threat to someone's life, health or safety). You also have the right to be informed of the third parties to which we transfer your personal data within the scope of this privacy policy.

Your right to have your information corrected or deleted

If you have an account with us, you have the right to have your information corrected or deleted. Please send your request to orffinfo@gmail.com and we will action it as soon as possible.

Your right to object to us processing your data

You have the right to ask us to stop processing your data, even where that processing is necessary for our legitimate interests (for example, where the processing is necessary for the legitimate commercial objectives we pursue in the course of our business), including the profiling we undertake to send you personalised offers, product recommendations and similar content. You also have the right to object to any results of a processing activity that prejudice your rights and that are conducted exclusively through automated systems. You also have the right to ask us to stop processing your data for direct marketing purposes, including any profiling we undertake for the purposes of direct marketing. We will in any case only send you marketing communications if you have previously agreed to this, but if you change your mind you can easily unsubscribe from our marketing communications at any time by following the instructions included in these marketing communications. Please note that, if you have consented to receive offers from our partners, our partners are responsible for taking account of your rights, including your right to opt-out of receiving offers from them. You may, however, at any time opt-out of receiving offers from third parties by logging in to your user account and changing the settings. If you had previously opted in, your personal data will cease to be transmitted to our partners from the time your request is processed.

Your right to have your data transmitted to another organisation

Where we hold personal information about you with your consent or for the performance of a contract with you, you also have the right to ask us to provide you with the personal information we hold about you in a structured, commonly used and machine-readable format and, where technically feasible, to transmit that data to another organisation. **Restriction:** You have the right to request the restriction or suppression of your personal data, please contact us, at the contact details provided below. **Revoke consent for direct marketing:** You have the right to object to the processing of your data for direct marketing, you can opt-out by updating your settings or clicking on the 'unsubscribe' link in any marketing email or newsletter you receive from us.

Making a complaint

You have the right to lodge a complaint with the data protection authorities if you believe that we have not complied with applicable data protection laws.

Changes to our privacy policy

We reserve the right to amend this privacy policy at our sole discretion, without prior notice to you. We will notify you of any such changes (including when they will take effect). Your continued use of our services or our websites or attendance at the event following the posting of changes to these terms means that you consent to those changes.

Contacting us

If you have any questions about this privacy policy, you can email us at orffinfo@gmail.com. [If you wish to exercise your rights under applicable data protection law and this privacy policy, please contact us in writing at: **The Data Protection Officer** orffinfo@gmail.com.