

Brussels Jazz Orchestra vzw (hereinafter abbreviated as “BJO”) ensures your privacy in accordance with the provisions of the General Data Protection Regulation (GDPR) 2016/679 of 27 April 2016 concerning the protection of natural persons in relation to the processing of personal data and regarding the free movement of this data.

In the text below, we explain how BJO processes your data and also uses it to make your concert experience the best possible.

WHO ARE WE?

BJO is responsible for processing.

VZW Brussels Jazz Orchestra
Flageyplein 18
1050 Brussels
info@brusselsjazzorchestra.com

If you have any questions after reading our privacy statement, or want to contact us, please use the contact details above.

WHAT INFORMATION DO WE COLLECT AND WHY?

BJO Newsletters

When you sign up to one of our newsletters, we store your email address. We use this data to provide you with bespoke concert tips. Your email address is stored safely by a third party, Mailchimp, that handles our mailings. To protect your data, BJO has a processor agreement with the specialist company Mailchimp, in which the safety of your data is contractually guaranteed on the basis of the model clauses approved by the European Commission.

We will only send you BJO newsletters via Mailchimp if you have explicitly given us permission to do so, and you can withdraw this at any time. You can read and amend your newsletter preferences at any time via the unsubscribe link or by sending a message to info@brusselsjazzorchestra.com and we'll adapt your preferences or delete you from our database.

We keep an eye on which emails we send you and check whether you open them. In this way, we can be certain that we are sending you relevant information. In some cases, we also track actions arising from our emails such as product or service purchases.

Product/service purchase

We use Shopify.com to host our webshop. For payments you can choose either to pay via Paypal.com or by bank wire.

BJO can send you emails regarding the concert you have bought a ticket for. We send these emails in the scope of the fulfilment of a contract and they are intended solely to improve your concert experience.

BJO will keep your purchase history for five years but will never store your card details.

Social Media

We use social media to communicate about our events and BJO News in general. Sometimes we will reply to comments addressed to BJO. You might also see advertisements from BJO on social media, based on your interests.

Cookies

We use cookies to continually improve your website experience. BJO uses tracking cookies from social plug-ins and advert cookies. This enables us to track users, whether or not they are users of social networks, for additional purposes such as marketing and specific custom advertisements on the basis of surfing behaviour. BJO will only use first-party cookies to improve your user experience on the site. We do this by storing specific information about you as a user, such as preferred language, pages visited and length of visits.

With regard to third-party cookies: these cookies are created and stored on your computer by a third party other than the BJO website you have visited in order to store surfing behaviour. Examples include social media such as Facebook or Twitter, and also Google Analytics. This is the most commonly-used system for measuring website visits. More specifically, these parties are:

- Google Analytics
- Google Adwords
- Shopify
- Paypal.com
- Youtube.com
- Soundcloud.com
- Spotify.com
- AddThis
- Facebook.com

By accepting this privacy policy you give us your permission to use third-party cookies for advertising and tracking purposes.

WHO DO WE SHARE YOUR DATA WITH?

BJO has agreements with companies that help to perform the tasks described above. We use third parties for:

- managing the website environment (webhosting);
- managing the IT infrastructure (including IT network, cloud solutions, etc.);
- distributing newsletters and invitations.
- Selling products and services through our webshop

We never pass on personal information to other parties with whom we have no processing agreement. We make the agreements with these parties necessary to ensure your personal data is protected.

We will never provide your data to other parties unless required to do so by law.

The offerings on our website may also include links to the websites of third parties, such as other offers from third parties. We have no influence on these websites and bear no responsibility for their content. We recommend you study the information they provide about protecting privacy.

HOW DO WE KEEP YOUR DATA SECURE?

In accordance with the requirements in the GDPR (AVG in Dutch), we have taken technical and organizational security measures to protect the data we store from loss or wrongful processing. Your data will be handled confidentially and stored on secure servers.

The measures we have taken include the following:

- Any persons who have access to your data on behalf of BJO are bound to treat them confidentially;
- We use a username and password policy on all our systems;
- We make back-ups of personal data so that it can be recovered in the event of physical or technical accidents;
- Our employees have been informed about the importance of protecting personal data.

WHAT ARE YOUR RIGHTS?

As a user, you also have a number of rights relating to your personal data. If you wish to invoke these rights, the best way is to contact BJO by sending an email to info@brusselsjazzorchestra.com. We will respond to this as quickly as possible and within 30 days at most.

- Right of access and correction/rectification: you have the right to access all the personal data we collect about you. You can have any incorrect or incomplete data change or removed.
- Right to be forgotten (right to erasure): a visitor is always entitled to have his details deleted from our database unless the data is required for the fulfilment of a contract or to comply with a legal requirement.
- Right to make a complaint: if you believe that we have illegally processed your data, you have the right to make a complaint to the [Privacy Commission](#) (Data Protection Authority).

- Right to withdraw permission: any user or visitor whose personal data is collected has the right at any time to withdraw permission given in the past to process this personal data.
- Right to appeal: you always have the right to appeal against the processing of your personal data if this is done without your permission, and when the processing does not have to be carried out on a different basis, such as the fulfilment of a contract or compliance with legal requirements.
- Right to restrict processing: you have the right to (temporarily) halt the processing of your personal data.
- Right to transfer data: under certain conditions, you have the right to obtain your personal data from us in a structured, accessible and digitally-readable form and to transfer this data to another processor.

You can check and amend your personal data and mailing preferences at any time via info@brusselsjazzorchestra.com.

BJO WILL KEEP YOU INFORMED OF ANY CHANGES TO THIS PRIVACY POLICY

BJO will in some cases update this privacy policy on the basis of a change in services, customer feedback, or changes to privacy legislation.

BJO will always inform you, via our website or our usual communication channels, of any intrinsic change to a processing activity. If required by privacy legislation, we will ask for your permission for any updated or new processing activities.