



Privacy Policy Statement For Parents

Data Controller – Dan Gooch-Peters – Managing Director, Music for Life

Background

Music for Life is a not-for-profit company and is not part of any other organisation or group. We do not provide any information to third parties for selling or marketing purposes. We process personal data only when we have one of six lawful bases to do so under Article 6 of the EU General Data Protection Regulations. Most commonly, such as when someone books lessons, data is collected and processed to enable us to fulfil contractual obligations or to enable us to respond to an individual's request prior to entering into a contract for lessons.

Information we collect and why we collect it

Your Contact details

- To enable us to answer questions, arrange lessons, communicate with you about any matter related to the course, including payment for the course.

Student details

- We need to know the name of child, the school year they're in (e.g. Y5), their gender (for statistical reporting), the school attended, and any special educational needs.
- We keep a record of any further information you provide us with that you feel would be helpful e.g. previous musical experience, medical conditions.

What other information do we keep?

- We may keep emails you send us in connection with a course or activity, and we may make a note of any other relevant information you give us on a pupils' course record – if you phone with a problem you want us to look into, for example. That way, we have a simple history of the course that will help us to meet your needs as best we can.
- We keep a record of any feedback voluntarily provided by you in order to help us deliver the best service we can.

How do we collect information about you?

- When you provide it to make a booking request through our online Booking Portal, or provide it in writing, by email, or over the phone when you contact us to register interest or to book lessons or other Music for Life activities.
- When you voluntarily provide feedback or correspond with us, for example, via email on the website or via a partial booking on the portal.
- Students may NOT provide this information and are never asked to do so.
- When you complete the ensembles registration form either via paper method, or from the encrypted 'Microsoft Forms' form that we will send directly to you.

How long will we retain information about you?

- Information provided at the time of booking the course or activity will be retained for 7 years, or as long as required to meet any legal obligations we have. After that time, all personal contact information will be erased.



- Once you have informed us you wish to cancel further lessons and all matters in connection with the course or activity have been brought to a close, we will not contact you further unless you say we can.
- Once you have informed us you no longer wish to receive booking reminders for continuing courses, or if we notice that a partial booking was made on our booking portal.

Security of Information, Data Sharing and Processing of Payment Information

- We are committed to safeguarding the privacy of our clients and website visitors. Personal details are collected via a secure, encrypted webpage and then stored in an encrypted database on a password protected server accessed by a very small number of people (just 4 as of September 2023). Please be aware that in spite of the stringent measures we take to ensure security, we cannot guarantee that unauthorised third parties will never be able to defeat the measures we have taken or use such personal information for improper purposes. You acknowledge that you provide personal information at your own risk.
- Music for Life does not store or process credit or debit card details other than the last four digits of your card number. Details go directly to a financially regulated card payment service provider (Stripe) over an encrypted webpage and are processed on our portal in a way which is fully compliant with the Payment Card Industry (PCI) Security Standards Council. Validation of our continued compliance must be demonstrated annually.
- We will share information with the card payment provider only to the extent necessary for the purposes of processing payments you make via our website, refunding such payments and dealing with complaints and queries relating to such payments and refunds.
- Where it is legally required, or necessary and proportionate for the reasonable undertaking of our contracted business activities we may share personal information with bodies such as self-employed music tutors who we engage to provide tuition to students, schools, exam boards such as the Associated Board of the Royal School of Music, and law enforcement agencies.

Cookies

- Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. You can set your browser not to accept cookies and remove cookies from your browser.

Other websites

- Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

Changes to our privacy policy

- We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated in August 2023.

Your rights

Access to your information and correction

- You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email us at admin@musicforlife.org.uk or write to us at Music for Life, Lymm Business Centre, Davies Way, Lymm, Cheshire. WA13 0QW.
- We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.



Contact

- Please contact us if you have any questions about our privacy policy or information we hold about you by email – admin@musicforlife.org.uk – or by post by writing to Music for Life, Lymm Business Centre, Davies Way, Lymm, Cheshire, WA13 0QW. Music for Life is registered as a Data Controller with the Information Commissioner's Office (ICO) under Data Protection Regulations. You can see more about our use of personal data by visiting the ICO website and reading the public register – <https://ico.org.uk/esdwebpages/search> – by searching using our registration number ZA083957, or alternatively do contact us for further information.
- You have the right to object to the way we use your data. If you are unhappy with the way your information is treated, it is important to let us know.

A handwritten signature in black ink, appearing to read "Dan Gooch-Peters", written over a horizontal line.

Dan Gooch-Peters
Managing Director – Music for Life