

Vivace Music School

Organisation Privacy and Data Protection Notice

Our contact details

Name: Panatonic Ltd trading as Vivace Music School

Registered Business Address: Knoll House, Knoll Road, Camberley, Surrey, GU15 3SY

Phone Number: 07553 416347

E-mail: info@vivacemusicschool.co.uk

What this Policy is For

Whenever we need to collect any of your data, we will let you know at that point why we need to do so and what it will be used for, but this guide provides a useful overview of all of those situations and provides more detail on how we keep your data secure and up to date, how long we might hold it for, and what your rights are in relation to it. Vivace Music School is committed to protecting your personal data and will use any personal or sensitive data we collect from you in line with the General Data Protection Regulations (GDPR).

Who's responsible for data the company collects?

Vivace Music School is a Data Controller under the GDPR. Vivace Music School's Data Protection Officer is the Principal, Nadja Flowerdew, who can be contacted at info@vivacemusicschool.co.uk.

What data do we collect and what do we use it for?

Vivace Music School collects data from individuals to help us plan, organise and run the day-to-day operations of the company (e.g. co-ordinating lessons or collecting fee payments) and to promote and market the company's activities (e.g. marketing mailing lists and photography/video capture).

We currently collect and process the following information:

For Pupils:

- First name and surname
- Date of birth
- Home address
- Record of special needs and medical information
- Images (still and moving, subject to the parent/ guardian's approval for children under the age of 16, with the child's approval for children over the age of 16)

For pupils' parents/ guardians (the person that is responsible for accompanying them to physical or online classes, the main point of contact and responsible for making payments)

- Phone number

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- Email address

How we use your information

Most of the personal information we process is provided to us directly by you when you register your child for music classes (both online and physical) This data will be used to manage your account and to run our activities:

- Assign your child to a music class suited to his or her needs
- Keep your child safe by communicating special needs to the teachers
- Produce class registers for use by the teachers
- Contact you from time to time with information about our classes
- Contact you from time to time with promotions for our classes (subject to your approval – you can unsubscribe from marketing messages at any time by emailing info@vivacemusicsschool.co.uk)

We only share this information with third parties with your express permission, unless a situation arises in which it is our legal duty to share information with the relevant authorities for safeguarding purposes.

We use some third party services to process your data (e.g. Pebble, My Music Staff, TicketSource, MailChimp, SurveyMonkey, Google Analytics, Google Forms, Cloud Hosting (Paritor, Office 365)). We will always make sure any third parties we use are reputable, secure, and process your data in accordance with your rights under GDPR.

Are there special measures for children's data?

Where we knowingly collect or store data of children under 16 years old we will ensure the person with parental responsibility for the child has seen the relevant information relating to the child data or has given consent on behalf of the child. This does not apply to data held to administer or pay for lessons where we rely on legitimate interest to process data. We do seek consent for the use of images and sending advertising material. Once a child is over 16 years old, parental consent for the use or holding of images or sending advertising material will no longer be sufficient. We will only continue to hold/use the data if the child themselves also gives their consent.

How can you update your data?

You can contact us at any time at info@vivacemusicsschool.co.uk to update or correct the data we hold on you.

Contractors

For administration and legal/regulatory purposes we may need to collect personal or sensitive data on contractors of the company. Where this is the case, we will explain what this is for at the point of collection.

Lawful Basis

Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information is:

We have a legitimate interest.

This means that we need the data we collect from you for the day to day running of the business.

How we store your information

Physical records (registers, physical registration forms) are kept in locked cupboards/ locked rooms unless in use during lessons. Music school staff are responsible for keeping relevant doors locked at all times except for the purpose of accessing the storage locations.

Vivace Music School reviews all data held on individuals at least every two years and removes data where we no longer have a legitimate reason to keep it. Where you have withdrawn your consent for us to use your data for a particular purpose (e.g. unsubscribed from a mailing list) we may retain some of your data for up to two years in order to preserve a record of your consent having been withdrawn.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@vivacemusicsschool.co.uk if you wish to make a request; we will respond within one month.

Privacy Policy Updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House

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ISM
MEMBER

Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113

Last updated 24/10/2023 by Nadja Flowerdew, Principal

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