

Vivace Music School

Website Privacy Notice and Cookie Policy

In order to function properly and allow us to provide you with our services, our website collects information, both from you directly and indirectly in the form of cookies.

What type of information does our website collect from you?

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

How do we collect information?

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will only be used for the specific reasons stated above only.

Why do we collect such personal information?

We collect such Non-personal and Personal Information for the following purposes:

1. To provide and operate the Services;
2. To provide our Users with ongoing customer assistance and technical support;
3. To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages if you have given us permission to do so; you can opt out of marketing messages at any time;
4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;
5. To comply with any applicable laws and regulations

How do we store, use, share and disclose our site visitors' personal information?

Our company is hosted on the Wix.com platform, and uses Pebble as a plugin. Wix.com and Pebble provide us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's and Pebble's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall. All direct payment gateways offered by Wix.com and Pebble and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a

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joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

How do we communicate with our site visitors?

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

Use of Cookies

What are 'cookies'?

'Cookies' are small text files that are stored by the browser (for example, Internet Explorer) on your computer or electronic device. They allow websites to 'remember' you for a period of time so that they can store things like user preferences and make the website quicker and easier for you to use. Without cookies, some things on websites would not be able to work: for example, without cookies it might not be possible to know whether or not you are logged in on a website, which would prevent you from being able to see content restricted to logged-in users. To find out more about cookies, [click here](#).

How does Vivace Music School website use cookies?

Wix uses cookies for many important reasons, such as:

- To provide a great experience for your visitors and customers.
- To identify your registered members (users who registered to your site).
- To monitor and analyze the performance, operation and effectiveness of Wix's and Pebble's platform.
- To ensure our platform is secure and safe to use.

A visit to a page on Vivace Music School's website may create the following types of cookie:

- Registration and preferences cookies
- Anonymous analytics cookies

Registration and preferences cookies

When you register with Vivace Music School we generate cookies that let us know whether you are signed in or not. Our servers use these cookies to work out which account you are signed in with, and if you are allowed access to a particular service. It also allows us to associate any comments you post with your username. If you have not selected 'keep me signed in', your cookies get deleted when you either close your browser or shut down your computer.

Anonymous analytics cookies Every time someone visits our website, software provided by other organisations (Google Analytics, YouTube) generates an 'anonymous analytics cookie'. These cookies can tell us whether or not you have visited the site before and what pages you

visit. Your browser will tell us if you have these cookies and, if you don't, we generate new ones. This allows us to track how many individual users we have, and how often they visit the site. We use them to gather statistics, for example, the number of visits to a page, to help us identify if visitors would benefit from more information on a particular area.

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.

Last updated 01/07/2026 by Nadja Flowerdew, Principal