

MusicStation Privacy Policy

24/5/18

MusicStation is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website or our services, then you can be assured that it will only be used in accordance with this privacy statement and current data legislation. If you have any questions about this policy, please email info@musicstation.pro. MusicStation may change this policy by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

1. MusicStation Customers

When you complete an application form electronically, by email or on paper, MusicStation retains your personal information digitally in secure password-protected cloud storage, and in our tuition records which are stored in a secure GDPR-compliant cloud-based package called Teachworks. This data is only accessible to administrative staff and is password-protected. Additionally, information essential for teaching is supplied to teachers - eg. name/ age/ instrument/ level/ special needs.

1.1 What we collect

We may collect the following information:

- Name and contact information for pupil and parent/carer (as appropriate)
- Dietary, medical, SEN/D and demographic information
- Financial details relating to the bill payer and invoicing.
- Musical progression details, including instrument and teacher, pupil reports, exam results
- Marketing permission (see newsletters), photo and media permissions, offsite and other activity permissions

1.2 What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping
- We may use the information to improve our services

1.3 How long do we keep it?

We will keep your details for a reasonable period of time after we cease providing services to you, but we may need to retain some of your personal data in order to satisfy our legal obligations, or where we have a legitimate reason for doing so.

2. Tutors and Administrative Staff

We collect and hold details of our teaching and administrative staff.

2.1 What we collect

We may collect the following information:

- name
- contact information
- school and teaching information
- course attendance and feedback
- marketing permissions

2.2 What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping and reporting
- We may use the information to improve our products and services

2.3 How long do we keep it?

Information about teachers and school staff is kept up to date and is checked at least annually. If and when teachers are no longer working at the school, their details are removed from our database.

3. MusicStation Website Users and Newsletters

Customers can opt in to marketing newsletters from the Newsletters area of the website or by ticking the marketing consent box on any application form, and by supplying a name and email address.

3.1 What we collect

We may collect the following information:

- Name and job title
- Contact information including email address
- Demographic information such as postcode, preferences and interests
- Other information relevant to customer surveys and/or offers

3.2 What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- To share information about musical activity in and around Kent
- For internal record keeping and reporting
- We may use the information to improve our products and services

3.3 Unsubscribing from marketing emails

Customers can unsubscribe from email newsletters at any time by clicking on the Unsubscribe link in an email or by emailing **info@musicstation.pro**

4. Access Requests

You may request details of the personal information which we hold about you under the General Data Protection Reform legislation 2018. If you would like a copy of the information held on you please write to MusicStation, 3 Bank St, Tonbridge, Kent TN9 1BL or email **info@musicstation.pro**, providing proof of identification.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.

5. Right to be Forgotten

You may request that personal details relating to you be removed from our records under the General Data Protection Reform legislation 2018. If you would like to request erasure from our records, please phone us on 01732 350629, or write to MusicStation, 3 Bank St, Tonbridge, Kent TN9 1BL, or email **info@musicstation.pro**, providing proof of identification.

Erasing all personal details will mean that you will no longer be contacted by MusicStation, however if you contact us again in the future (for example regarding a new lesson application or being added to our email newsletter list), new records will be created and you will then be treated as a new person.

In some cases we will not be able to erase some or all of your details, for example if they need to be retained for legal reasons. In which case you will be informed of the procedure that has taken place and you have the right to complain to the UK Information Commissioner's Office. Information on how to do this is available at <http://ico.org.uk/complaints>.

6. Links to other websites

Our website may contain links to other websites of interest e.g. . However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

7. Graded Examinations

MusicStation students taking graded exams will have their name, age, instrument and grade shared with Trinity College, ABRSM, RockschooL, LCM.

We never divulge your personal details to anyone except when we have asked your permission.