

TONE WOODWIND TUITION

Privacy Policy

Tone Woodwind Tuition take protecting your privacy extremely seriously. It's important to us that you trust us with your personal information, so we want to make you aware of what information we hold about you and how we collect, store and process it to provide our services to you.

Please read this privacy policy carefully. If you have any questions about this policy or what we do with your personal information, please contact us and we'll be happy to advise further.

What personal information do we collect?

The information we collect from you will depend on the service you have requested from us. This information may include your full name, address, telephone number, date of birth, gender, groups you belong to, parent/guardian contact details, instrument and standard of playing and details of which school is attended.

What do we use your personal information for?

We will process the information that you provide to us in the following ways for the purpose of (and on the basis of) providing the services we have been engaged to deliver to you and where there is a legitimate business interest including but not limited to:

- Details of your lesson arrangements and extra lesson opportunities
- Contacting you with lesson notes
- Invoicing for lessons and exam entries
- Events we and others are organising relevant to your music tuition

How do we protect your personal information?

We aim to protect your personal information in the following ways:

- keeping information up to date, primarily through regular contact with you
- storing information in secure locations, including information stored electronically
- destroying information which is no longer relevant, unless we have a legitimate reason or statutory obligation to retain it
- minimising, wherever practicable, the number of staff or third parties who have access to your information.

How long do we keep your personal information?

Wherever practicable, we will retain your personal information for no longer than is necessary; however, there are circumstances in which we will keep your information for longer, including;

- where we have a statutory or regulatory obligation to retain the information (we are required to keep certain information for specified minimum periods, and in some cases indefinitely, depending on the services we provide)
- to ensure our business is properly run in an efficient and compliant manner.

Who else has access to your personal information?

In order to provide you with the services that you have requested from us, there are a number of third parties who may also need to process your personal information:

- **My Music Staff**

My Music Staff is a web-based database application that stores and lets us manage your lesson schedule, attendance, progress and billing. Their privacy policy can be found here: <https://www.mymusicstaff.com/privacy-policy/>

- **Exam Boards**

In agreement with you, we will submit your details to exam boards for exam entries. You can find the privacy policies of them below:

Trinity College:

<http://www.trinitycollege.com/site/?id=9>

ABRSM:

<https://gb.abrsm.org/en/policies/website-privacy-policy/>

As the requirements of Tone Woodwind Tuition change, we may need to change the third parties who process your information to meet those requirements.

In some cases, third parties may be based outside of the European Economic Area (EEA); however, Tone Woodwind Tuition will always ensure these third parties operate as if they were based inside the EEA in terms of data protection as part of our due diligence.

Accessing your personal information

You have the following rights regarding your personal information:

- to make a request to see the personal information we hold about you
- to change/update the personal information we hold about you
- to ask us to erase the personal information we hold about you, unless there is a statutory, regulatory or otherwise legitimate reason for us not to comply (we will always provide you with more details about your rights in our response to your request)
- to ask us to provide you or a third party with the personal information we hold about you.

If you wish to exercise any of your rights regarding your personal information we hold about you, contact us by email on hello@tonewoodwindtuition.co.uk