



ENCOREMUSIC

PRIVACY NOTICE

Your Personal Data

Encore Music Tuition Ltd will be what is known as the 'Controller' of the personal data you provide to us. Our company registration is 0871065 and our address is: Dayhurst, North Parade, Horsham, RH12 2BH. Encore Music Tuition Ltd is registered with the Information Commissioner's Office.

What we need

Unless otherwise agreed with you, we will only collect basic personal data about our clients, students and associates. This information may include your name, home address, email address, date of birth, bank details, education details and qualifications, employment history, any medical conditions or special educational needs data and ongoing academic records. We may also need to record, film and/or photograph clients, students and associates.

We also hold information about students' musical education including lesson plans and observations, progress, objectives, exam results and reports.

Why we need it

We process personal information to enable us to provide tuition to students, to promote our services, to maintain our own accounts and records and to support and manage our associates. We will not collect any personal data from you that we do not need.

What we do with it

All the personal data we hold about you will be processed by the Encore Music team in the UK. Some information is passed to the Associate Tutor(s) who work with you and may also be shared with the following third party organisations as needed:

- Accounting Software company
- Accountant
- Bank
- Direct Debit company
- Email campaign company
- Examination board

No other third parties will have access to your personal data unless there is a legal obligation for us to provide it. We will take all reasonable steps to ensure that your personal data is processed securely.

How long we keep it

We will generally keep your personal data for a minimum of 6 years, after which time it will be destroyed if it is no longer required for the lawful purpose(s) for which it was obtained. If you consent to marketing, any information we use for this purpose will be kept with us until you notify us that you no longer wish to receive this information.

Your rights and responsibilities

You have the right to request that your data is amended or deleted at any time. You also have the responsibility for ensuring the data we hold is accurate and current. In both cases, any queries should be directed to Liz Giannopoulos at mrs.g@btinternet.com. More information about your rights can be found on the Information Commissioner's website at www.ico.org.uk.

Changes to this policy

This privacy notice will be periodically reviewed and updated where necessary. Current students will be informed accordingly and the latest version will be available at www.encore-music.org.uk.