Privacy Policy

How we process your personal data

This privacy policy lets you know what happens to any personal data that you give to us, or any that we may collect from or about you. It applies to all products and services we offer, and instances where we collect your personal data.

This privacy policy applies to personal information processed by or on behalf of Nicky Brass.

Definitions.

The terms “we” “us” “Nicky Brass” “musictuition.online”

“Your information”, “your details”, “information”, “details” or any combination or variant of the above terms refer to information that may be deemed as information that could be used, on its own or in conjunction with other data, to identify an individual under the GDPR legislation.

**How we will process your data.**

1. Students taking lessons with Nicky Brass

The personal identification data we hold on students and how we use it .

We will use the information that you give us for communication regarding lessons booked with Nicky Brass. We may use SMS messaging and/or email to communicate with you.

The purpose of our communication with you include:

* The initial organisation of music lessons for a student (child or adult)
* Ongoing communications regarding music lessons, and/or exams.
* Changes to music lessons (e.g. scheduled times and/or days)
* Option of additional lessons at any time (e.g. Summer school or further additional tuition)
* To send invoices in advance of the forthcoming term of tuition
* Collection of outstanding fee balances if applicable
* Failure of lesson fee payments by bank transfer, cash or cheque.
* Any issue regarding payments related to but outside tuition specifically e.g. instrument rentals or repairs

This list is not exhaustive.

In the case of students who are adults (over 18 years old at the time of booking) we retain your name, status (where given), gender, email address, telephone numbers (mobile and/or landline numbers).

Where students are under 18 years of age at the time of record creation, we will ask for a parent or guardian’s name and contact details as set out above on behalf of the student(s) being enrolled. We will also ask for the students name and current age for placement in an age and standard appropriate class.  
We will contact the parent or guardian on behalf of all students under 18 years old.

We take student safety seriously and always act in accordance with our student safeguarding policy. Details of the safeguarding policy can be found on the website too.

Legal basis of data processing.

We will process your data on the basis of consent regarding matters surrounding your instrumental lessons, hire & communications surrounding & specifically relating to the provision of this service or services. Additionally, we may process the data on the ground of legitimate interest as there may be instances where a third party purchases lessons as a gift. This may require an approach to make a booking at a pre-agreed date or time without initially obtaining consent from the student in advance (we will have obtained consent from the person making the booking on another’s behalf). If you are on our waiting list for lessons, we may also contact you termly to ask if you would still be interested in lessons.

**Additional non-personal data we hold on enrolled students.**

We will retain other (non-personal data) within our data records including, but not limited to, the day & time of your attendance, the number of attendances made, the instrument(s) you are learning and the standard of the classes you are currently in. This data is used exclusively for timetabling and administrative purposes within our organisation only. We do not share, sell or otherwise disclose the data we hold on you pertaining to tuition services to any non-essential third parties.

**Removing your data from our records.**

You have the right to request we permanently delete your information from our database at any point. Whether you currently have lessons through us or not. You may also request a copy of any & all personal data that we hold on you. We will make this data available to you on request with suitable I.D. in a digital format. To request your data or to ask for it to be removed, please make your request by email to nickybrass@hotmail.co.uk

**For all waiting list data.**

The data we hold on our students is gathered, with your consent, at the time of student digital record creation. This may be used to timetable a student at a later stage if you have agreed to be placed on our waiting list for future lessons.

**Duration of waiting list data storage**

We will keep your information on file for a maximum of 1 year (3 tuition terms) from the date of collection whereupon it will be permanently deleted without further contact with you. You may also ask us to remove your data from our records at any time.

How we will process your data.

1. We may ask for your first and last name, an email address and a contact telephone number (mobile and/or landline). We use this data to create a customer account for you under the first and last name provided by you. This information is gathered to enable our communication about lessons and timings etc.

You are not required to provide any personal information to us if you choose not to.

**Placing an Order for Instrument Hire**

1. We will ask for your name, email address and telephone number when you place an order for any item so we are able to call you when the instrument is available for collection.

2. We may additionally ask you for your home or delivery address (if different) in cases where the instrument is to be delivered either by courier, postal service or by ourselves. (There may be an extra charge for this service).

Instrument rental scheme

In order to rent an instrument or item from Nicky Brass, we will ask for personal information about the person renting the instrument from us. We use your personal data for both ongoing communication and security purposes prior to any item leaving my premises.

Legal basis of data processing for rentals.

We will process your data on the basis of consent as you have provided us with the data at the point of rental with your full consent, and/or by contract where we need to contact you regarding stock servicing or return as part of the rental agreement.

A rental agreement is a formal contract between the hirer and Nicky Brass. In order to release an instrument to the hirer, we will ask for personal information as follows to create an account on our retail payment system:

* The name and daytime telephone number/mobile phone number of the hirer
* A form of either photo ID/driving licence or a utility bill/bank statement less than 3 months old showing the hirers current

Last policy update 30/10/2023