

GDPR

What personal data is collected?

In order for us process your application we will ask you for certain information, such as your name, your age, your email address and your contact number. When paying for the 4 week trial we use a third party to take payment, information is collected and stored by Worldpay LTD including your Card details, Name, Address, Email and IP Address, although we can see this information on initial purchase, we do not store this information and we cannot see your card details. When setting up a direct debit for your lessons we use a third party to process the payment, the information is collected and stored by GoCardless Ltd including your Bank details, Name, Address, Email and IP Address, although we can see this information we do not store this information and we cannot see your bank details.

Information that you give to us:

Most of the personal data that we collect about you will be information that you have given to us yourself. This might include:

- Account - If you set up an account with us, we will store details of your username and password.
- Application Details - your name, your age, your email address and your contact number.

How do you use my personal data?

As you probably expect, the main reason we use your personal data is in order to process your application and to contact with any queries or issues that arise in relation to your lessons. We also use your personal data to contact you about Annual concerts, Recordings, Re-arranging/ cancelation of lessons, end/ beginning of term information, Online Login information.

Information you are required to provide

You are not obliged to provide us with any of your personal data. However, if you want to begin music lessons you will need to provide us with the information that is indicated as required on our application page. If you don't provide us with this information, we won't be able to process your application and respond with available times. Similarly, you will be required to provide certain payment information to our third parties if you want to begin the 4 week trial and if you continue with lessons after the first 4 weeks. We will inform you where such information is required.

Who do we share your personal data with?

We do not pass on any of the data you give us on the online application form to anyone. Please refer to 'worldpay LTD' and 'GoCardless LTD' in regards with how they store and use your personal data.

As part of our online advertising programmes the third parties we use (Google Adwords) may share your personal data with third parties, who will combine it with data that they hold about you in order to tailor adverts that appear on third-party websites (which may be our own adverts, or adverts we serve on behalf of third parties). Where this data is shared you are not directly identifiable from the information itself, as we use technologies that use non-personally identifiable codes and tags.

For further details of third parties who we share your personal data with, please click [here](#).

- Service Providers - Not all of these service providers will have access to your personal data, but where they do we make sure that they are carefully selected by us to ensure that they respect your privacy rights. The categories of service providers that we currently engage include the following:
 - Payment Processors - We use third-party payment processors in order to assist us with taking payments on our website.
 - Consultants - We sometimes engage consultants to help us implement new technology or services, or to provide us with insights into how we run our business and how we might improve it. This sometimes requires us to provide access to our systems to those third parties, which means that they may have access to where your personal data is stored. We always make sure that any such access is limited to what is strictly necessary, and subject to appropriate security procedures.
- Third-Party Advertisers - When we purchase advertising on third-party websites we may share information with them about your use of our services, which they then combine with the information that they hold about you in order to implement the particular advertising campaign. The data that is shared with third-party advertisers relates to how you use our websites and apps, such as the pages you have visited, the searches you have made, and whether you have made a booking. We use specialist service providers to help us purchase advertising, and to transfer the information about your use of our services to third party advertisers that is required for those third party advertisers to be able to show you the correct advert.

Retention of personal data

We retain your personal data for no longer than is necessary for the purpose for which we collected it, and in accordance with any requirements that are imposed on us by law. This means that the retention period for your personal data will vary depending on the type of personal data.

- Active Students - If you are an active we keep your personal data on file so we can contact you about your lessons when needed.
- Inactive students - We will keep a copy of personal data for up to 1 year in case you resume your lessons.
- Applicants on a waiting list - we will keep your personal data on file for up to 1 year, every time a slot becomes available we will contact you. After 1 year you will have to re-apply.

Important Information about Consent

When we process your personal data on the basis of your consent, you are free to withdraw that consent at any time. You can withdraw your consent by contacting us using the contact details at the bottom of this notice.

Your rights under data protection law

You have various rights under data protection law in connection with our processing of your personal data. For example, you have the right to request a copy of your personal data that we hold and to request that we correct any errors in the personal data that we hold. These rights are subject to certain exceptions and exemptions.

You have the following rights under data protection law:

- Right to access your personal data - You have the right to request a copy of the personal data that we hold about you, together with other information about our processing of that personal data.
- Right to rectification – You have the right to request that any inaccurate data that is held about you is corrected, or if we have incomplete information you may request that we update the information so that it is complete.
- Right to erasure – You have the right to request us to delete personal data that we hold about you. This is sometimes referred to as the right to be forgotten.
- Right to restriction of processing or to object to processing – You have the right to request that we no longer process your personal data for particular purposes, or to object to our processing of your personal data for particular purposes.
- Right to data portability – You have the right to request us to provide you, or a third party, with a copy of your personal data in a structured, commonly used machine readable format.

Questions and Complaints

If you have any queries or complaints in connection with our processing of your personal data, you can get in touch with us using the following contact details:

Email: admin@murphyschoolofmusic.com

Phone: 01244 373 993