



Data Privacy and GDPR Policy

Jason Marrow: Vocal Coach

About this document

This privacy policy sets out the way we process your personal data and we've created this privacy policy to make sure you are aware of how we use your data.

How we collect your information

We may collect your personal data in a few limited ways, namely:

- Directly from you, when you fill in an application for lessons, when you make enquiries on our website, when you provide information via the management software or booking system, or when you interact with us during your time as a student or parent/guardian in various other ways (for example, email)
- From someone else who has applied for membership/coaching on your behalf (for example a family member (parent/guardian) who has provided us with your contact details for that purpose)

The types of information we collect

We may collect the following types of personal data about you:

- Contact and communications information, including your contact details (including email address(es), telephone numbers and postal address(es) and records of communications and interactions we have had with you);
- Financial information, including records of payment;
- Certain other information which you volunteer e.g data about your health or medical conditions, so that we can cater for you when you attend a lesson or associated event.

How we use personal data

Personal data provided to us will be used for the purposes set out at the time of collection and, where relevant, in accordance with any preferences you express.

More generally, we will use your personal data for the following purposes:

- Administration of your singing lessons, including:
- informing you about facilities and opening hours;
- taking payment of lesson fees;
- Fulfilment of orders for goods and services, including lesson bookings
- Research and statistical analysis about who is taking lessons
- Communication about our Venue activities that we think may be of interest to you;

- Storing your details on the software platform we use for our online member management database / lesson booking system. Please note that your own use of the software or system is subject to the Terms and Conditions and Privacy Policy published on that site
- Promoting the studio and promoting goods and services of third parties (for example, equipment suppliers, events etc) where we think this will be of interest to you; where this is necessary for our legitimate interests (or the legitimate interests of a third party), and/or where we have your consent, as applicable.

Your marketing preferences

We will always respect your wishes in respect of what type of communications you want to receive from us and how you want to receive them. There are some communications, however, that we need to send you via email regardless of your marketing preferences in order for us to fulfil our contractual obligations to you as a student. Examples of these essential service communications are:

- **Records of transactions, such as payment receipts or Direct Debit confirmations (as applicable).**
- **Lesson related mailings such as reminders, notices of forthcoming events and information about venue closures and holiday opening hours.**

You are in control of how we communicate with you. You can update your choices and/or your contact details by contacting us at: jason@jasonmarrow-vocalcoach.co.uk

Sharing your information with others

Should you be a student applying for the Bromley Youth Music Trust, information such as name, attendance, address, email address(es), telephone number(s), school and form provided on the initial application will be sent to Bromley Youth Music Trust.

We do not sell or share your personal data for other organisations to use other than as set out below.

Personal data collected and processed by us may be shared with the following third parties, where necessary:

- Our employees and volunteers, for the purposes of administering your lessons and giving you access to benefits to which you are entitled.

Where is the information stored?

The information is stored electronically through MyMusicStaff, a specialist software platform for music teachers. Further information on how MyMusicStaff handles data privacy can be found at <https://www.mymusicstaff.com/privacy-policy/>

Bromley Youth Music Trust students will have their information stored electronically with the Bromley Youth Music Trust. Further information on how Bromley Youth Music Trust handles data privacy can be found at <https://www.bymt.co.uk/pdfs/uploaded/downloads/Data%20Protection%20Policy.pdf>

Are any payment details stored?

Payment card or bank details are not stored by Jason Marrow but details of who has paid, any monies outstanding etc are kept in order to manage accounts and send invoices. Payment can be made via electronic transfer through the payment system on MyMusicStaff.

How long your information is kept

We keep your personal data only for as long as necessary for each purpose we use it. For most lesson data, this means we retain it for so long as you continue to participate in lesson related services and for a period of six years after your last interaction with us (for accounting, tax reporting and record-keeping purposes).

Your rights

Under certain circumstances, by law you have the right to:

- Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.
- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it. You can also withdraw your consent, where this is the basis for our processing your data (without affecting the lawfulness of our previous processing based on consent).
- Request the transfer of your personal data to another party.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

Contact and complaints

If you have any queries about this privacy policy or how we process your personal data, or if you wish to exercise any of your legal rights, you may contact **jason@jasonmarrow-vocalcoach.co.uk**

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner. You can find out more about your rights under applicable data protection laws from the Information Commissioner's Office website: www.ico.org.uk.