

## Rock On! Music Academy Privacy Policy

### **Our contact details**

Name: Rock On! Music Academy

Address: The Craft Village, Quex Park Estate, Birchington, Kent CT7 0BH

Phone Number: 01843 865428

E-mail: [info@rockonmusicacademy.com](mailto:info@rockonmusicacademy.com)

Website: [www.rockonmusicacademy.com](http://www.rockonmusicacademy.com)

Privacy Notice Completed on: 13/10/21

Revised on: 07/07/22

### **The type of personal information we collect**

We currently collect and process the following information:

#### Students/Parents/Carers

- First and Last name of student
- Student date of Birth
- Student Gender
- Date student started
- Student email and phone number (only if over 18) or with parents' permission.
- Instrument being learnt and if they would like to take any grades.
- Student Allergies
- Student medical conditions
- Any other information about the student the parent/carer wishes to disclose.
- Title, first and last name of Primary Parent/Carer and Secondary Parent/Carer
- Relationship to student
- Contact Details of parent/carer; telephone number, email address, home address, work number and home number.
- If they are the preferred invoice recipient, would like to receive text and email message lesson reminders.
- Customer payments made
- Students school and class (if taught in a school setting)
- Website user statistics

## Contractors' information (Tutors)

- Name of Tutor
- Contact Details; telephone number, email address, home address.
- For purposes of DBS; any of the ID Documents required; including birth certificate, passport, driving licence and utility bills, (deleted once DBS returned completed)

## **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

### Students/Parents/Carers

- To contact you about services you are interested in privately.
- To contact you about billing enquiries.
- To contact you about instrument lessons within a school setting. We contact the Headteacher/Head of Music about our services, and they add a post to their School Intranet/Social Media. Whereby, if you are interested you can offer us your contact details and we will email you with more information.

### Contractors

- To conduct a DBS check with your permission
- To inform you of work opportunities and schedule lessons.
- To contact you about billing enquiries.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Contractors' information is returned from a third party from the DBS check database CareCheck. This is to ensure all tutors have been DBS checked before working with students.

We use the information that you have given us in order to:

### Student/Parent/Carers

- To keep you informed of term dates, lesson dates and times.
- To keep you informed for teacher absence or lesson date changes.
- Inform you of payments due for services received.
- Schedule lessons with your availability.
- Provide lesson notes for practice and progress reports.
- If in a school lesson, we use your class to create a timetable for your lessons with the department manager.

## Contractors

- Perform ID Check in line with the DBS requirements.
- Share information with DBS check database CareCheck

We may share names of students and available days and times with contractors to provide lessons.

If school-based lesson we will share this information with the department for music of that school to schedule your lesson within the individuals timetable.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting [info@rockonmusicacademy.com](mailto:info@rockonmusicacademy.com) or 01843 865428**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

**(d) We have a legitimate interest.**

## How we store your personal information

Your information is securely stored on our work system MyMusicStaff.

We keep all student/parent /carer information; name, date of birth, gender, date started, phone number, email address, home address, age, school, class for the time you are a student with us. We will then dispose of your information by deleting it off the MyMusicStaff system.

For Contractors, we will delete any information provided to us in order to carry out DBS checks until the DBS certificate has been completed. We will then delete this off our email system. We will keep contractors personal contact details; Name, phone number, email address and home address on our database to be able to contact you with any work opportunity's. If you wish to be removed from our contractors list we will do so at your request. Please contact [info@rockonmusicacademy.com](mailto:info@rockonmusicacademy.com) or phone 01843 865428.

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [info@rockonmusicacademy.com](mailto:info@rockonmusicacademy.com), 01843 865428, Rock On! Music Academy, The Craft Village, Quex park Estate, Birchington, KENT CT7 0BH if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [info@rockonmusicacademy.com](mailto:info@rockonmusicacademy.com), 01843 865428, Rock On! Music Academy, The Craft Village, Quex park Estate, Birchington, KENT CT7 0BH

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>