

PRIVACY NOTICE for Bath & North East Somerset Music Education Hub

1. Introduction

From 25 May 2018 new regulations come into force, the General Data Protection Regulations or GDPR. These new rules will give individuals greater control over the collection and use of their personal data.

2. About this Policy

The Bath & North East Somerset (B&NES) Music Hub aims to meet the highest standards when collecting and using personal information in accordance with data protection law. Your information is used primarily to provide and improve our customer services to you.

The aim of this Policy is to:

- i. Ensure you understand what personal data we collect, why we need to collect your personal data and with whom we share it.
- ii. Explain how we use your personal data in order to provide you with effective and appropriate communication and to ensure we can provide a safe environment for you child/children
- iii. Explain your rights and choices in relation to the personal data we collect, how long we hold this inform for and how we will protect this information.

3. Why we collect your personal data, how we use it and with whom we share it

We collect information about you when you request Instrumental/Vocal Tuition, hire a musical Instrument or join a Music Centre. We collect this information in order to process your Tuition or Hire request. We use this information to keep and maintain Registers; raise invoices for payment of services and any additional information required about your child to ensure their safety whilst they are in our care.

Access to this data is restricted to the Music Service office & appropriate Tutors.

Personal data will not be collected and processed without your unconditional consent or where there is a legitimate interest. Detailed information including medical details will be requested for very specific purposes such when your child elects to join us on residential music courses and or foreign music tours. In these cases additional statements will be provided to ensure the transparency of the request and how the information will be used. In addition a time limit will be given as to how long the information is to be kept before deletion / physically destroyed.

You are not obligated to provide your personal information to the B&NES Music Service however, as this information is required for us to provide you with our services, we will not be able to offer all our services without it.

The Music Service will not pass collected data to any third party unless required to do so by law and/or with your consent.

We will not share or disclose personal information beyond relevant staff without consent.

We may also contact information to inform you of musical opportunities which we believe will be of benefit to your child.

4. How we will protect your personal information

B&NES Music Hub will take appropriate steps to make sure that any personal information that is held (on paper and electronically) is kept securely and only used by people who have a right to see it. The Council's security measures include encrypting personal data and equipment, system access controls and training in data protection for all staff. Records are kept in line with the Council's retention policy and information will not be retained any longer than necessary.

Individuals can find out if the Hub holds any personal information by making a 'subject access request'. If information about you is held, the Hub will:

- give you a description of the information;
- tell you why we are holding information;
- tell you who it could be disclosed to;
- provide you with a copy of the information in an intelligible form

There are several ways to access the information. Please contact Bath & North East Somerset Council directly to find out the ways in which you can request this information.

5. Other important information

Our website www.banesmusiconline.co.uk provides links to other websites. This privacy notice only applies to the above website. When you link to other websites you should read their own privacy notices.

Wherever possible the Music Service does not use servers that are based outside the EEA. In the case of an exception the service provider must adhere to a code of conduct and security that complies with the requirements of the EEA.

6. How to contact us

If you have any questions relating to this privacy policy and in particular if you would like to object to any processing of your personal information please 'contact us'.

You can contact the Music Hub using any of the ways below:

- Tel: **01225 395110**
- E-mail: **music@bathnes.gov.uk**
- Web: **www.banesmusiconline.co.uk** (click on Contact Us on the Home page)