**Wendy’s Playful Piano (WPP) Privacy Policy**

**Wendy’s Playful Piano is committed to protecting and respecting your privacy**

This policy sets out the basis on which any personal data I collect from you, or that you provide, will be processed by me. Please read the following carefully to understand my practices regarding your personal data and how I will treat it.

By sending a message though the WPP website, applying for a place on the waiting list or enrolling your child in piano lessons with me, you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998, GDPR 2018, and any replacement or amending legislation, Wendy Prevezer is the Data Controller, as registered with the I.C.O. She can be contacted by email: [wendy@eymg.co.uk](mailto:wendy@eymg.co.uk)

**Wendy’s Playful Piano**  
  
I provide individual or shared lessons at my home address. Initial contact is usually made though the WPP website or by email; occasionally by text or phone. The information collected in this correspondence is used to administer and review the waiting list, and to make arrangements with you about dates and payments for your child’s lessons.

**Information collected from you**  
  
I may collect and hold the following information about you:  
  
**Information you give me** by emailing, texting, phoning or filling in the website queries form, speaking to me in person or otherwise interacting with me. It may include but is not limited to: 

* personal details including your child’s name and date of birth, your name, address, email address and phone numbers, names and phone numbers of other family members at your address and/or those who bring your child to lessons.
* information about your child’s health, development, school and any educational issues.

Information that I collect

* ongoing notes about your child’s learning process and progress
* photos, audio recordings and videos of parts of lessons and performances.

Information that the WPP website collects about you

Any message you submit via the website is sent to me by email, stored by the online service provider Create ([www.create.net](http://www.create.net)) for 30 days and then deleted. Some information is collected automatically about your visit when you use the WPP website or submit an enquiry. Create uses cookies to keep the website functioning efficiently, and to provide reporting information. I have ascertained that Create and the services they provide meet the requirements of the General Data Protection Regulations.

**Why I collect information from you**

All information about parents/carers and children that I collect or receive, whether of a personal or technical nature, may be used in the following ways:

* to contact you via email or text/phone regarding lesson dates and payments
* to share information and/or follow up an issue that has arisen in a lesson
* to notify you about changes to my services or terms & conditions
* to celebrate and share achievements with you
* to let you know about concerts/events/articles etc. that may be of interest
* to comply with Health & Safety and Safeguarding requirements

**Sharing your information**

I sometimes pass lesson notes on to subsequent music/piano teachers, with your consent. Apart from this, I will only share your information if I am legally required to do so, or if I believe it is necessary to protect/defend my rights, property or personal safety, or the safety of other families/users of my website and services.

**Storing your personal information**

I store information on a Personal Computer and mobile phone, plus a memory stick and an external hard drive for back up. I also store some information in paper files.

Information on paper is stored securely at my home address and is reviewed every 12 months. When the information is no longer required, it is shredded.

I place great importance on the security of all personally identifiable information associated with my students and their families. I take reasonable steps to protect your information in accordance with this policy, including (without limitation):

* Keeping paper files, memory sticks and hard drives in a locked cupboard or filing cabinet when not in use.
* Installing a secure firewall and anti-virus protection software
* Using password protection on my mobile phone and PC.

Unfortunately, the transmission of data across the internet is not completely secure, and whilst I do my best to protect the security of your information, I cannot ensure or guarantee that loss, misuse or alteration of data will not occur whilst data is being transferred.

I will only keep your information for as long as I need it to provide you with the services you have requested, to administer your relationship with me, to comply with the law, or to ensure that I honour your preferences. I will dispose of your information securely within three years of your child finishing lessons with me.

Your rights  
Data Protection legislation gives you certain rights over your data and how I use it. These include:

* the right in certain circumstances to have inaccurate personal data rectified, blocked, erased or destroyed;
* the right to prevent your data being used for direct marketing;
* the right of access to a copy of the information I hold about you (known as a subject access request).

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If you wish to exercise any of these rights please email me. [wendy@eymg.co.uk](mailto:wendy@eymg.co.uk). I will respond to any request within one month.

**What I don’t do with your information**

I never sell or share your information to other organisations to use for their own purposes. I do not use screening or profiling techniques to target you with fundraising appeals.

**Changes to this privacy policy**  
  
Any changes I make to this privacy policy in the future will be posted on this web page. Please check back frequently to see any updates or changes to our privacy policy.

**Questions**

If you have any questions about this policy or how I use your data, please email [wendy@eymg.co.uk](mailto:wendy@eymg.co.uk)