

This privacy policy sets out how Slough Music Service (part of Slough Borough Council) uses and protects any information that you give us.

Any information you give us will never be given, leased or sold to anyone outside Slough Borough Council. The Department for Education requires us to report on certain aspects of our services. This is explained in a separate policy called Privacy – Education, which is on our website.

Slough Music Service is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our service (for example signing up for our lessons or activities, joining our mailing lists etc), then you can be assured that it will only be used in accordance with this privacy statement.

We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 2nd March 2014.

What we collect

We may collect the following information:

- Name and contact details (including email address) about you
- Name and contact details about students and those who support you (eg relatives who are secondary contacts, pupil doctor)
- Information about your financial status (eg if you are eligible for low income support)
- Medical and special needs information about pupils in our care
- Preferences about things like sending you information about our services, whether we can use images of your children etc

What we do with the information we gather

We require this information to provide you with our services, understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping
- Communication and invoicing
- Providing the best possible education for our students
- Send emails about services or other information which we think you may find interesting using the email address which you have provided unless you opt out of these lists (see mailing lists later on in this notice)

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Our data management system stores your information on a cloud database, which complies with all EU standards for data security.

So that we can report and monitor ongoing trends and track pupil learning, records of pupils' lessons with us are kept indefinitely. We will delete your historical data once you have ceased learning with us if you request this in writing.

Mailing lists

When you give us your email address, it will be added to our mailing lists unless you choose not to by ticking the opt-out box which is on all our forms. You have complete control over the use of your email address. We only use email for newsletters and information sharing.

We use an internet mailing company (Mailchimp) to control our membership lists for newsletters and mailings. We do this because it ensures you have complete control over your membership of these lists. You will have the option whether to join them and you can unsubscribe from them at any time.

We will only send you information about Slough Music Service's opportunities for musical learning with us and other carefully selected professional organisations we think will be of educational benefit to you. For example, we would send you details of a music workshop which you may wish to attend or details of a new government initiative to help you buy a musical instrument, but we will not send you the latest offers from a third party instrument supplier who just wants to sell you a product.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to us.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website.

Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Cookies

We do not use cookies on our website