

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.

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, student doctor)
- Information about your financial status (eg if you are eligible for low income support)
- Medical and special needs information about students in our care
- Preferences about things like sending you information about our services
- Photograph and filming consent

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)

Transfer overseas

Your data will not be stored or sent outside of the UK.

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.

We will delete your historical data immediately once you have ceased learning with us, your debts have been settled and any hired instruments or other hired items are returned to the music service.

Any statistics produced so that we can monitor and report ongoing trends and track pupil learning using your data will no longer be associated with any of your personal information once you have withdrawn from lessons.

If you wish to remain on our events and news mailing list please let us know at the time of cancelling lessons.

Mailing lists

When you complete an application form for services or an event you will have the option to opt-in to our mailing list. You have complete control over the use of your email address. We only use email for newsletters and sharing of Slough music service and Slough music hub events.

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 Slough music hub organisations that 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. This is a free service. 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 music service office address. We will promptly correct any information found to be incorrect.

Your right to refuse

You don't have to consent to us collecting and using your data, it's your choice. If you decide not to consent, we may not be able to provide you with services.

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

Complaints

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO). It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/>), but you can also do so in writing to:

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