



Rock On! Music Academy Privacy Policy

Our Contact Details

Name: Rock On! Music Academy

Address: Unit 4, Oakwood Industrial Estate, Dane Valley Road, Broadstairs, CT10 3JJ

Phone Number: 01843 865428 / 07579043114

E-mail: info@rockonmusicacademy.com

Website: www.rockonmusicacademy.com

Privacy Notice Completed on: 13/10/21

The Type of Personal Information We Collect

We currently collect and process the following information:

Students/Parents/Carers

- Name of Student and Name of Parent/Carer
- Contact Details; telephone number, email address and home address.
- Student Instrument
- Student Age (they offer it)
- 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.
- 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 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, 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 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, 01843 865428, Unit 4, Oakwood Industrial Estate, Dane Valley Road, Broadstairs, CT10 3JJ 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, 01843 865428, Unit 4, Oakwood Industrial Estate, Dane Valley Road, Broadstairs, CT10 3JJ.

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>