



## Privacy Policy

### **Interpretation**

“I” means Joanne Raffle.

“You” means the Student (where aged 18 or over), the parent or person with parental responsibility for the Student (where aged under 18) or the person paying for piano tuition on behalf of the Student (regardless of age).

“Student” means the person receiving piano lessons

“GDPR” means EU General Data Protection Regulations which came into force on 25<sup>th</sup> May 2018

“Piano Tuition Contract” is the document provided at the commencement of Piano Lessons. A copy is available at <https://joannerafflepiano.weebly.com/more-information.html>

“Standing Order Payment Method Agreement” is the document provided at the commencement of Piano Lessons and accompanies the Piano Tuition Contract. It sets out the full terms of payment.

### **The Information I hold About You**

I record the following information about You:

- Name of Student
- Your name
- Address
- Telephone number
- Email address

This information is recorded in the Piano Tuition Contract and an address book. Both are stored in a locked box in the teaching room.

Email addresses and phone numbers are also saved in my Gmail account contacts list which is password protected.

### **What I will do with this Information**

I take your privacy seriously and will only use your personal information where it is required for me to carry out my contractual duties as your piano teacher.

I may need to contact you to tell you about matters relating to the Piano Tuition Contract and the

Standing Order Payment Method Agreement. This includes:

- lesson fees, duration and time
- missed or cancelled lessons and additional lessons
- goods
- termination of agreement

Practical examples of reasons that I will contact you are:

- to notify you of lesson fee increases
- to notify you of dates I am unable to teach whether due to planned absence, illness or emergency
- if you have not been to your lesson and I have not received notice or an explanation

I may need to contact you to assist with or facilitate delivery of teaching. This is in the legitimate interests of the business of piano teaching as it enables me to effectively deliver teaching and assist students with learning. This includes:

- sending a link to a website (such as Amazon) for you to purchase books or CDs
- sending a link to an online video or recording to assist with practice. This will be from a reputable website such as YouTube, Soundcloud, or Google Docs
- Sharing practise sheets and lesson resources via Google Drive and email
- sending a link to a webpage I have set up to assist with learning
- sending resources such as licensed or public domain sheet music, scale sheets or worksheets
- links to or information on apps and online supplementary material such as ABRSM Aural Trainer, Supersonics Piano and Ningenius.
- Sending details of opportunities to develop musicianship such as concerts to attend or participate in, performance groups, exams, workshops and competitions
- sending forms to complete to enable participation in concerts, exams or competitions
- sending requests for feedback or reviews of my performance as a piano teacher

I will not pass your details to other people or organisations without first obtaining your consent.

### **Your Rights in accordance with the GDPR**

For full details of your rights in accordance with the GDPR, you can access the Information Commissioners' Office website: [www.ico.org.uk](http://www.ico.org.uk)

This will tell you more information on:

- Your right to be informed about personal data I am processing. This is communicated in this Privacy Policy.
- Your right to see a copy of the information I hold, within one month of asking. There is no charge for this.
- Your right to ask for inaccurate information to be corrected.
- Your right to have your data erased in most circumstances. For example, if you withdraw consent or if I no longer have a legitimate need for the data.

I can be contacted in the following ways:

email: [joanne.raffle@gmail.com](mailto:joanne.raffle@gmail.com)

website: [joannerafflepiano.weebly.com/contact](http://joannerafflepiano.weebly.com/contact)

Telephone: 07834 533186

Facebook: [facebook.com/joannerafflepiano](https://www.facebook.com/joannerafflepiano)