

Sing For Smiles Vocal School Privacy Policy

Introduction

Sing For Smiles Vocal School are committed to maintaining the protection of personal information. This privacy policy includes information on how your personal data will be collected, stored and used and also how you can access, amend or delete any personal data.

This policy applies to all personal data provided throughout the course of lessons as well as online purchases and payments and the use of our website and social media sites.

Who we are?

Sing For Smiles Vocal School are responsible for implementing and maintaining this privacy policy.

What information do we collect?

The personal data we collect from you includes:

- Name, Address, Postcode, Email Address, Telephone Number & Date Of Birth (As per information provided on student info forms if you choose to provide it)
- Email Addresses and permission to contact when you sign up to be contacted
- Information on how you use the website, using cookies and tagging techniques
- Payments made through I Zettle or paypal are privy to the respective privacy policy of each provider. Sing For Smiles do not have access to any bank or card information at or after the point of sale.

How do we use personal information?

We use Google Analytics Software to collect information about how you use www.singforsmiles.co.uk. We do this to make sure the site is meeting the needs of the uses and to help make improvements.

Google Analytics stores information about:

- The pages you visit
- How long you spend on each page
- How you got to the site
- What you click on while you're visiting the site

We collect contact information in order to:

- Keep you up to date with offers and updates
- Organise and arrange appointments

What legal basis do we have for processing your personal data?

We process your personal data on the grounds of consent and contract.

On the grounds of contract – when signing up to attend singing lessons you are entering into an agreement to attend at the arranged time and at this point we will process your personal data so that we can maintain contact regarding this.

On the grounds of consent, we will ask your permission to contact you and you have the option to opt out of this at any time including when you first provide information or any time thereafter. All emails include the option to contact us to unsubscribe or ask us to adjust the reasons why we make contact with you.

When do we share personal data?

Sing For Smiles Vocal School will treat all personal data confidentially and will not share it with any other parties for any purposes.

We will share your data if we are required to do so by law – for example, by court order, or to prevent fraud or other crime.

How do we secure personal data?

We are committed to doing all that we can to keep your data secure. Data is stored on a password protected system with access limited to those with authorisation. Data is stored on a second secure back up system for the purposes of data recovery in case of destruction of the main system. No third parties are provided with access to any personal data.

How long do we keep your personal data for?

We retain your personal data for as long as it is needed for the purposes set out in this document and as required by law. In general this means that we will only hold your personal data for a minimum of 1 year and a maximum of 6 years.

Once data is no longer required it will be deleted from all systems and back up systems with no other copies kept anywhere else.

Your rights in relation to personal data

You have the right to request:

- Information about how your personal data is processed
- A copy of your personal data
- That anything that is incorrect is fixed immediately

You can:

- Request that your data is no longer kept by us
- Ask that we only use your personal data for specific reasons

How to contact us?

If you have any questions or concerns about this privacy policy, your personal information or you wish to file a complaint please contact us via email, postal mail or telephone on the following details:

Sing For Smiles Vocal School
89 Giles Street
Edinburgh
EH6 6BZ
Tel: 07818 553 081 Email: info@singforsmiles.co.uk

Use of cookies and other technologies

Sing For Smiles Vocal School website is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell and advertise our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

Linking to other websites / third party content

Any links to other websites are simply there for ease of use for the user and are in no way any endorsement of the other websites or any of the content on these.

Privacy Policy Changes and Updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.