

# **Mumbaba Music Privacy Policy**

MUMBABA is committed to protecting your privacy. We have set out below important information that explains how we use the personal information that you provide to us.

For the purpose of the Data Protection Act 1998, the General Data Protection Regulation (Regulation (EU) 2016/679) and any replacement or amending legislation, the data controller is Mumbaba Limited, a company registered in England and Wales under company number 03943616 with its registered office at 14 St. James Rd. Emsworth, Hants, PO107DN.

We are a registered data controller with the Information Commissioner's Office. Our nominated representative is the CEO, Hester Allen whose contact details are [hester@mumbaba.co.uk](mailto:hester@mumbaba.co.uk).

## **Who we are**

Mumbaba provides preschool singing events in different locations in the United Kingdom through franchisees.

What information do we collect and why is the information collected?

When you contact us with an enquiry or when you become a customer, we may collect certain personal details about you (as the parent/guardian) via whichever channel you make the enquiry (eg. Facebook, Instagram or any other social channel, email, telephone or WhatsApp) and your child/children. This is so that we can respond to your enquiry and/or process your information if you wish to become our customer.

If you choose to pay online we will hold your data to process payments/refunds.

## **Who we share your data with**

We share your data with third party companies who help us in processing the data in hosting the website and companies who process payments on our behalf. We do not, and will never sell your data to third parties for the purpose of marketing their products and services to you without your consent and your decision to do so unless required by applicable law or pursuant to a court or similar order.

## **Why we would prefer you opt-in to our communications**

There is no obligation to, but we prefer you opt-in to communications so that we can tell you about any updates, session times, offers or when rebooking

time comes around. Some of our classes can be very full and have waiting lists, so we would rather we make sure you know when it's time to rebook. If you choose not to opt-in we will announce rebooking schedules at class and on our Social Media platforms.

### **Your rights**

You can withdraw your consent at any time. Simply email us at [info@mumbaba.co.uk](mailto:info@mumbaba.co.uk) and we will confirm when we have done this. If you wish a copy of all information held, please email the same address. If you believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO).

We retain your information for the minimum period possible for business or legal reasons. For legal reasons this is often set at a minimum of 6 years. For details of specific data retention periods, please contact us at

[info@mumbaba.co.uk](mailto:info@mumbaba.co.uk)

### **Data breach**

All companies and the GDPR acknowledge that data breaches can and do occur. Mumbaba Ltd. has processes and controls put in place to minimise the possibility of a breach, but also when there is a breach to minimise the impact and to ensure that those affected are kept informed. It is our policy to communicate a breach as soon as possible to all parties impacted.

### **Multiple controllers**

Within your relationship with Mumbaba Limited, you will interact with several Data Controllers. This is not unusual or unique to us and they include the specialist companies that perform certain functions for us such as taking payment or running the shopping page and class booking system. We have contracts with each of these companies and review their policies and procedures on a very regular basis.

### **Cookies**

[www.mumbaba.co.uk](http://www.mumbaba.co.uk) uses 1 type of 'Cookie' to function:

Google Analytics is a free service provided by Google inc. which sets a cookie to that allows us to evaluate how visitors use the site, and give us broad trends in how people access the website such as whether using a computer or a mobile phone. This is essential to us in helping make sure we provide the right information in the right format for our visitors.

You can also opt out of being tracked on Google Analytics to visit google's opt out page please click here. Please note: Choosing this option in Google Analytics will opt you out for all websites not just [www.mumbaba.co.uk](http://www.mumbaba.co.uk)

### **Photographs & Video**

We sometimes use photographs and videos for preparing and publishing promotional material and on our websites. We will only publish photographs and videos of your child with your consent. We request this consent in written form and you can withdraw it at any time. If you provide your consent, we will continue to use photographs and/or videos until you withdraw your consent.

Where to make a complaint if you feel that your data has been misused  
If you have a complaint regarding the way that we have handled your personal data, please contact us at the above address so that we can investigate your complaint. Once we have investigated your complaint, if you are still not satisfied with the outcome, you have the right to complain directly to the Information Commissioner's Office at the address below. It is not necessary for you to complain directly to us before complaining to the Information Commissioner's Office.

England

Information Commissioner's Office Wycliffe House Water Lane Wilmslow,  
Cheshire

SK9 5AF Tel: 0303 123 1113 Email: via online form at [www.ico.org.uk](http://www.ico.org.uk)

Scotland

Information Commissioner's Office 45 Melville Street

Edinburgh EH3 7HL Tel: 0303 123 1115

Email: [scotland@ico.org.uk](mailto:scotland@ico.org.uk)

For further information about your rights and about how to complain, you can visit the ICO's website at: [www.ico.org.uk](http://www.ico.org.uk)