

Music Tree Privacy Policy

Version: October 2026

This Privacy Policy explains how Music Tree, a partnership trading as Music Tree, collects, uses, stores and shares personal information relating to families, students, adult learners, website visitors, enquiries and bookings.

Music Tree contact details: 49-51 Barnsbury Street, London N1 1TP | info@musictreeuk.com | www.musictreeuk.com

1. Information we collect

We may collect information you provide directly to us or through a booking, enquiry or payment platform. This may include your name, contact details, address, booking and attendance information, payment status, communications with us, and information about the child or learner taking part in Music Tree activities.

For children, this may include name, date of birth or age, class or lesson details, attendance, emergency contacts and, where relevant and voluntarily provided, information about health, allergies, additional needs or other matters that may help us support safe participation.

We may also receive technical information when you use our website, such as device, browser, IP address and cookie information. Our website cookie controls and cookie policy provide further information about this.

2. How we use personal information

We use personal information to respond to enquiries, manage bookings and enrolments, organise classes and lessons, communicate with families and learners, take payments, keep attendance and administrative records, support safe participation, manage safeguarding matters, improve our services and meet legal, accounting and regulatory responsibilities.

Where you have chosen to receive marketing or newsletters, we may also use your contact details to send Music Tree news, information and offers. You can opt out of marketing at any time.

3. Our lawful bases

Depending on the circumstances, we process personal information because it is necessary to perform or prepare for a contract with you, because we have a legitimate interest in running and improving Music Tree safely and effectively, because we must comply with a legal obligation, or because you have given consent.

Where we collect health, medical or additional-needs information, we use it only where needed to support safe and appropriate participation and where data-protection law permits us to do so, including on the basis of explicit consent where required.

4. Children's information

Music Tree provides services to children and therefore processes information about children as part of delivering those services. We normally obtain this information from a parent or guardian, or from another organisation with appropriate authority to share it.

We use children's information only for purposes connected with their participation, wellbeing, safeguarding, administration and the delivery of Music Tree services. We do not sell children's personal information.

5. Bookings made through Happity and other platforms

If you book through Happity or another third-party platform, that platform may collect and process information under its own privacy policy and then provide relevant booking information to Music Tree. Once Music Tree receives that information, we use it in accordance with this Privacy Policy.

We only use information received from booking platforms for purposes connected with the booking, communication, service delivery, administration, safety and any other use you have separately agreed to.

6. Who we share information with

We may share personal information, where necessary, with Music Tree teachers and staff, booking and payment providers, email and communications providers, cloud and IT service providers, accountants and professional advisers, and other suppliers that help us operate our services.

We may also share information where required by law, or where reasonably necessary for safeguarding, child protection, safety, fraud prevention, legal claims or cooperation with public authorities.

We do not sell personal information to advertisers or other third parties.

7. International processing

Some service providers we use may process or store personal information outside the United Kingdom. Where this happens, we take reasonable steps to ensure that appropriate safeguards required by UK data-protection law are in place.

8. How long we keep information

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected, including the management of bookings and teaching, legal and accounting requirements, safeguarding, dispute resolution and record keeping.

Different types of records may therefore be kept for different periods. When information is no longer required, we will delete it or anonymise it where appropriate.

9. Security

We take reasonable organisational and technical measures to protect personal information against unauthorised access, accidental loss, misuse, alteration or disclosure. Access to personal information is limited to people and providers who need it for their work or to deliver services to Music Tree.

10. Your data-protection rights

Under UK data-protection law, you may have rights to request access to your personal information, ask us to correct inaccurate information, request deletion or restriction in certain circumstances, object to certain processing, and request data portability where applicable.

Where processing is based on consent, you can withdraw that consent at any time. Withdrawal does not affect processing that was lawful before consent was withdrawn.

To exercise your rights, contact info@musictreeuk.com. You also have the right to complain to the Information Commissioner's Office (ICO) if you are concerned about how your personal information has been handled.

11. Photography, video and recordings

We will not rely on this Privacy Policy alone as permission to use identifiable photographs, video or recordings for promotional purposes. Where consent is required, Music Tree will request it separately. Choosing not to give promotional consent will not affect a learner's place.

12. Changes to this policy

We may update this Privacy Policy when our services, systems or legal obligations change. The current version will be made available through Music Tree's website or booking systems.

13. Contact us

If you have questions about this Privacy Policy or about how Music Tree uses personal information, contact us at info@musictreeuk.com or write to Music Tree, 49-51 Barnsbury Street, London N1 1TP.