DATA PROTECTION POLICY MUSIC BUS

INTRODUCTION

I am (your name) trading as Music Bus (name of your area) registered address (your address) and this privacy policy gives you information as to what personal information I hold about you, when and why I collect it, how I keep it secure and how I use it.

(your name) trading as Music Bus (name of your area) is a franchise of Helen Turner trading as Music Bus who is the franchisor. This notice covers the use of both personal information by (your name) trading as Music Bus (your area) and Helen Turner trading as Music Bus.

We refer to ourselves in this notice as 'we' or 'us'.

At Music Bus we value our customers and take your privacy very seriously, ensuring your personal information is kept secure.

How we collect personal information from you

We collect information from you when you contact us to enquire about one of our services, for example, a Music Bus class, party, event, nursery class, or other enquiry concerning our services. This can be through you completing an enquiry form on the Music Bus website, or contacting us directly by email, phone, in person or through social media.

What Personal Information we have about you

We collected the information that was necessary to enable us to provide the information or services that you requested or that was otherwise necessary in order for us to operate our requested service.
We have collected the following information from you:

Information obtained directly from you (such as in person, over the phone, your enquiry on the website, your email, or your enquiry via social media):

- Name
- Email address
- Postal address
- Contact telephone number
- Your Child's Name
- Child's date of birth and age
- When you join an activity with us we may ask for details concerning any allergies or additional needs/requirements we should be aware of to ensure your time with us is enjoyable and safe.

Why we collect your personal information and how we use it

We collect the information we hold about you in order to provide you with the information and/or service you have requested from us.

How we use information about you

We process the information we collect about you /and your child for one or more of the following reasons:

• Contractual purposes
In order for us to provide the service you have requested, to enable us to communicate with you about this activity, if a class needs to be cancelled or changed, to notify you of any changes to our terms and conditions, to process your payment where appropriate. This includes:

- If you pay by card over the phone to process your payment (please note we will not keep your payment details for longer than is necessary to complete the transaction)

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- contacting you with any important information in relation to the service including confirmation details of your booking with all the details you need to attend, if a class has to be cancelled or rescheduled
- contacting you in relation to any competition we are running
- contact you to respond to your queries, request or questions

• **Legitimate interests**
To meet the legitimate aims of the activity which include:

- Maintaining class attendance registers, satisfying our insurance cover, and keeping contact details for emergency purposes
- Responding to any communication from you
- Taking photos/video to promote the activity on our website, social media and in marketing communications
- Forthcoming relevant news about your service
- Sending your invoice
- You maintain the right to object to any of the above uses of your information by contacting us. In some cases please note that this may impact on our ability to deliver the things we need to do for you to take part in our classes

• **Legal reasons**
To comply with all relevant laws and protect Music Bus interests and legal rights. This includes, for example, but is not limited to, the use of your information in regard to legal claims and compliance/regulatory activity.In appropriate circumstances we shall use your information to fulfil our legal obligations which may include:

- to keep our database up to date
- Satisfying our insurance requirements
- Such other obligations as are imposed on us from time to time
- Updating or deleting the personal information we hold about you if it's inaccurate or out of date
- Complying with your data rights
- Health and Safety implications when relevant, for example reporting first aid incidents

• **Marketing**
With your consent, we may send you information by email or social media to keep you up to date with Music Bus news, activities, products, services and opportunities that we think may be of interest to you. You can opt out of us sending you this information at any point by email to [insert email address]

Here is how and why we use this information and how long we retain it.

How long we retain your personal information for

We keep your personal information for as long as is necessary for the legal purposes set out above and depending on how long you interact with us, for example, you may attend our classes with 2 or 3 children over a period of years and at separate time, therefore the length of time we retain your information for is under continual review.

From time to time we review our database and if there has been no interaction between us for some period of time we may delete your information from our records.

Sharing your Personal Information with Third Parties

We will not share your information with any third parties except with your consent or in exceptional/emergency circumstances which include:

- If we believe the sharing of information about you is vital to protect you, your child or another person.
- If we take on a new Music Bus franchisee for your area we will provide your contact details to Head Office for them to securely transfer them to your new Music Bus Leader so that your classes can continue.

As described earlier, it is only (your name) trading as Music Bus (name of your area) and franchisor Helen Turner trading as Music Bus who have access to your information.

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Your Data Protection Rights

You have specific rights under data protection laws with regard to the personal information we hold and use about you. To exercise your rights, please send us an email to the address at the end of this notice and copy in Helen Turner at her email address which is included below.

Your rights include:

Requesting a copy of the information we hold about you

To be informed about how we use your personal data

Requesting any inaccurate information we hold about you to be corrected

Requesting that we stop using your personal information in a particular way

To ask us to delete your information from our database

To withdraw your consent for us to hold your data

The right to make a complaint to the Information Commissioner's Office (www.ico.org.uk) who is the UK supervisory authority for data protection if you believe any of your rights have been infringed by us

If you wish to exercise your rights please use our contact details below

We may need to ask for additional information in order to verify your identity and ensure your security such as proves necessary to act in accordance with the law

We endeavour to respond to requests within 14 days

SECURITY OF YOUR PERSONAL DATA

Music Bus is committed to keeping your information secure. We ensure at all times it is protected and stored securely.

By submitting your personal data you agree to us processing and storing it.

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Data Protection Notice. This is done in a number of different way including:

Updates to this Data Protection Policy

We keep this data protection policy under review and will let you know of any changes by email.

How to contact us about your personal information

If you would like to request more information, have any questions, exercise your rights or make a complaint in relation to our use of your personal information, please contact me by email at the following email address:

(your name)

(insert your email address)

Franchisor:Helen Turner

Email: helen@musicbus.com

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