

INTRODUCTION

This is the privacy notice of **MMQ Piano Studio Ltd.**

We respect your privacy and are determined to protect your personal data. This privacy notice aims to give you information on how we collect and process your personal data through your use of this website (regardless of where you visit it from), including any data you may provide through this website when you CONTACT US, SIGN UP FOR UPDATES or SIGN UP FOR LESSONS of any kind.

This policy takes effect from May 25th 2018 and is compliant with GDPR requirements.

DATA CONTROLLER

MMQ Piano Studio Ltd. is the controller and responsible for your personal data (collectively referred to as ["COMPANY"], "we", "us" or "our" in this privacy notice). Our contact details are MMQ Piano Studio, Ltd., company registration number 11235182 and our address is 90 Hendon Way, London NW2 2NG. For all data matters you may contact Elena Maroto at elena@mmqpianostudio.co.uk. MMQ Piano Studio Ltd. Is registered with the Information Commissioner's Office.

THIRD-PARTY LINKS OUTSIDE OF OUR CONTROL

This website may include links to third-party websites. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements.

When you leave our website, we encourage you to read the privacy notice of every website you visit.

PLUG-INS AND EXTERNAL SERVICES USED BY THIS WEBSITE

In order for the website to work, some external services are used. Those services are responsible for their own privacy statements. A short description and link to those services can be found below:

Postmark – We use this service to send you a thank you email when you contact us. – See their [Privacy Policy](#)

Mailchimp – We use this service to keep you updated with our school news/events. – See their [Privacy Policy](#)

Heroku – We use this service to run our server and to store our database – See their [Privacy Policy](#)

Google analytics – We use this service to monitor and analyze web traffic and keep track of user behavior – See their [Privacy Policy](#)

PERSONAL DATA WE COLLECT ABOUT YOU

Personal data, or personal information, means any information about an individual from which that person can be identified. You can find out more about personal data from the [Information Commissioners Office](#).

Unless otherwise agreed with you, we will only collect basic personal data about our clients, students and associates. This information may include your name, gender, home address, email, date of birth, telephone number, bank details, education details and qualifications, employment history, any medical conditions or special educational needs data and ongoing academic records.

We also hold information about students' musical education including lessons plans and observations, progress, objectives, exam results and reports.

We also collect, use and share **aggregated data**, such as statistical or demographic data for any purpose. Aggregated data may be derived from your personal data but is **not** considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your usage data to calculate the percentage of users accessing a specific website feature; however, if we combine or connect aggregated data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

We do not collect any **Special Categories of Personal Data** about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data).

HOW WE COLLECT YOUR PERSONAL DATA

We use different methods to collect data from and about you. You may give us your identity and contact data by filling in forms in our website or by corresponding with us by post, phone, email or otherwise.

HOW WE USE YOUR PERSONAL DATA

All the personal data we hold about you is processed by the MMQ Piano Studio team in the EU. Some information is passed to the Associate Teachers who work with us and may also be shared with the following third party organisations if/when required:

- Accounting Software Company
- Accountant
- Bank
- Examination board
- Other external service providers mentioned above (Postmark, Mailchimp)

They will only process your personal data on our instructions and they are subject to a duty of confidentiality. Your personal data will only be shared with other third parties under legal obligation from us to do so. If that is the case, we will make sure that your data is processed securely.

We do not share your data outside of the EU.

REASONS TO USE YOUR DATA

We will only use your personal data when the law allows us to. We use your personal data to enable us to provide tuition to students (**performance of contract**), to promote our services, to maintain our own accounts and records and to support and manage our associate teachers (**legitimate interest**) and to **comply with a legal or regulatory obligation** that we are subject to. We will not collect any personal data from you that we do not need.

CHANGE OF PURPOSE

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact Elena Maroto at elena@mmqpianostudio.co.uk.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

YOUR RIGHTS AND RESPONSIBILITIES

You have the right to request that your data is amended or deleted at any time. You also have the responsibility for ensuring the data we hold is accurate and current. In both cases, any queries should be directed to Elena Maroto at elena@mmqpianostudio.co.uk. More information about your rights can be found on the Information Commissioner's website at www.ico.org.uk.

DATA RETENTION

We will generally keep your personal data for a minimum of 6 years, after which time it will be destroyed if it is no longer required for the lawful purpose(s) for which it was obtained. If you consent to marketing, any information we use for this purpose will be kept with us until you notify us that you no longer wish to receive this information. In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

NO FEE REQUIRED – WITH SOME EXCEPTIONS

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable admin fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

WHAT WE MAY NEED FROM YOU

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

TIME LIMIT TO RESPOND

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

CHANGES TO THIS POLICY

This privacy notice will be periodically reviewed and updated where necessary. Current students will be informed accordingly and the latest version will be available at www.mmqpianostudio.co.uk

QUERIES, REQUESTS OR CONCERNS

To exercise all relevant rights, queries or complaints in relation to this policy or any other data protection matter between you and us, please in the first instance contact Elena Maroto at elena@mmqpianostudio.co.uk.

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](https://ico.org.uk/global/contact-us/email/) on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England, UK.