

Keyquest Music | **PRIVACY NOTICE**

Important: Please read and retain

About Keyquest Music

Keyquest Music is the independent music education business, private teaching practice and creative outlet of **Andrew Eales** B.Mus ARCM.

Keyquest Music is registered with the **Information Commissioner's Office** (registration number ZA353516) to act as a controller of your personal information in full compliance with current **EU General Data Processing Regulations**.

This privacy notice explains how Keyquest Music lawfully uses your information and outlines your legal rights.

How your information is collected

Keyquest Music *Registration Forms* collect your name, date of birth, contact details, and include a space for you to share relevant details of medical conditions or special educational needs should you feel it is helpful to do so.

Keyquest Music students are asked to complete an Availability Form to enable the scheduling of lessons. For students up to the age of 18, daytime school and parental contact information are also requested.

This information is supplemented as necessary by written communications (including via electronic means), financial interactions, note taking, event information, progress reports, recordings and feedback from third-parties (for example, comment sheets from exams or performances).

Keyquest Music collects information through any other interaction where there is a legitimate interest, whether with students, parents, enquirers, colleagues, service providers, or in any other capacity.

Every reasonable effort is made to ensure that information processed by Keyquest Music, either in physical or electronic form, is safe and secure at all times.

How your information is used

Unless otherwise agreed, Keyquest Music only processes personal information in connection with its legal obligations and legitimate interests as a music education provider. This includes using information for:

- providing music tuition and professional mentoring;
- organising workshops, concerts and other events;
- routine communication and emergency contact;
- business planning, administration and accounting;
- professional development, research and writing;
- promoting and improving Keyquest Music's services.

Care is taken to ensure your information is used:

- fairly, lawfully and transparently;
- only for the reasons for which it was collected;
- ensuring information collected is adequate, relevant and not excessive;
- taking care to ensure your information is accurate and up to date.

How your information is shared

Keyquest Music shares information with others where there is a legal obligation for doing so.

There are also various situations in which Keyquest Music has a legitimate interest in sharing information, such as:

- when entering students for exams, performances or festivals;
- providing references for students;
- liaising with schools and other organisations.

Depending on the context, you will be asked for either verbal or written consent.

Students are never identified on Keyquest Music's websites, social media, in marketing, publications, or elsewhere publicly without written consent.

Your information is never shared with third-party marketing organisations.

Internet Services

Keyquest Music owns two websites: business site www.keyquestmusic.com and blog site www.pianodao.com, each of which has associated social media accounts.

In each case, services collect anonymous information about users' activity on the sites, for example the number of users viewing each page. This is to monitor and report on the effectiveness of the sites and help Keyquest Music improve them. No other use is made of this information by Keyquest Music.

If you wish to interact with Keyquest Music's sites, social media, or receive email notifications of updates, you will need to register some details first. Each of these platforms have their own Privacy Notices and data policies which you are advised to consult.

When your information changes

Please inform Keyquest Music in writing immediately if any of the information you have previously provided changes or needs updating, or if you suspect Keyquest Music holds out-of-date information.

Keyquest Music will update all records at the first opportunity, and within no longer than a month of notification.

How long your information is kept

Keyquest Music does not retain any of your information once it is no longer needed for the reasons for which it was collected, unless it is needed in order to comply with a statutory or other legal requirement.

Your rights under data protection law

The law provides various rights for individuals. These include the right to be informed that your data is being processed as outlined in this Privacy Notice.

You also have a right of access, to have your information corrected, updated or erased, and to object to certain processing uses (such as for direct marketing).

Further information about your rights is available from the Information Commissioner's Office website at www.ico.org.uk.

If you wish to make any request, including withdrawal of a prior consent, or if you have any queries in connection with this Privacy Notice, you should first contact Andrew Eales at:

- Keyquest Music, 8 The Craven, Milton Keynes MK13 7NJ
- keyquest@live.com

If you are not satisfied with Keyquest Music's response to any query you raise in connection with this policy, or you believe Keyquest Music is processing your personal data in a way which is inconsistent with the law, you can complain to the [Information Commissioner's Office](#) whose helpline number is: **0303 123 1113**.

Changes to this Policy

This Privacy Notice may change from time to time. Where practical, and in the case of all current students of Keyquest Music, you will be provided with an updated Privacy Notice.

You can also visit the Keyquest Music website at any time for the latest version.