

Oxfordshire County Music Service Privacy Notice

Oxfordshire County Music Service is part of the Oxfordshire County Council. Our core aim is to provide instrumental and vocal tuition, and high-quality ensembles to children and young people in Oxfordshire. We provide services directly to schools including whole class instrumental and curriculum teaching. We also offer ensemble opportunities and tuition to adults.

The Oxfordshire County Council may update this Notice at any time and may also notify you in other ways from time to time about the way that we use your personal information.

The words “data” and “information” are used interchangeably in this Notice and mean the same thing.

GDPR means: EU General Data Protection Regulations 2016/679 as the same may be amended, replaced or re-enacted by any subsequent directive, statute or regulation.

Oxfordshire County Music Service will gather and process your personal information in accordance with this Privacy Notice and in compliance with the relevant data protection regulation and laws. This Notice will provide you with all the information regarding our use of your data, in particular:

- Who we are, our contact details and who you can contact in relation to the use of your data;
- what data we hold;
- how we collect your data;
- why we process your personal data;
- who we may share that data with;
- our legal basis for processing your data;
- how we store your data;
- how long we store your data; and
- your rights

Controller’s Contact details

Unless otherwise stated, Oxfordshire County Council is the controller for the personal information that we process.

Please contact alison.birch@oxfordshire.gov.uk for further information.

Data Protection Officer

You may also contact our Data Protection Officer for further information at:

The Data Protection Officer
Information Management Team
Oxfordshire County Council
County Hall,

New Road,
Oxford OX1 1ND

What data do we hold?

1) The personal data that we collect in relation to Parent's/Carers are:

- Parent's/Carer's names
- Parent's/Carer's bank details
- Parent's/Carer's contact details (email, address and phone numbers)
- Parent's/Carer's National insurance number and date of birth (*NB. only for parents/carers applying for lessons for children who have Free School Meals*)
- We will also store the above data for customers who are not parents e.g. grandparents, if they pay the invoices.

2) The personal data that we collect in relation to children and young people are:

- The child/young person's name
- The child/young person's date of birth
- The child/young person's gender
- The child/young person's school details
- The instrument they learn

3) The special category personal data we may collect in relation to a child is:

- Any urgent medical or special needs that teachers need to be aware of

4) The personal data that we collect in relation to adults receiving tuition or being part of ensembles are:

Name, bank details, contact details (email, address and phone numbers)

How do we collect your data?

We collect data relating to children, parents/ carers directly from the young person, parent or carer or via your Child's school because you wish for your Child to receive our services.

We collect data directly from you as an adult receiving tuition or joining an ensemble.

We collect data in the following ways:

- Electronic (via an online portal)
- Telephone
- In writing
- Email
- Face to face

Why we process your personal data

We will process your data in order to:

- Provide instrumental, ensemble or vocal tuition to you or your Child.
- Give our teachers necessary information about you/your Child to provide high quality tuition;
- Be able to contact you directly;
- Produce registers for teachers to note you/your Child's attendance;

- Email you regarding information about you/your Child's tuition/ensemble membership;
- To produce information packs to enable staff to take your Child on excursions e.g. a foreign tour (written consent will be obtained for your Child to participate);
- To produce invoices for the tuition/ensemble membership/instrumental hire/purchase;
- We will occasionally contact you with information regarding the services we provide for you. This could include: information about price changes and terms and conditions, changes of group sizes, information regarding performances/events your Child is involved with, and if your/your Child's lesson is cancelled;
- We will ask your consent to send you information about other services we provide e.g. a termly newsletter; and
- We will ask your consent to use images/videos/audio recordings of you/your Child for marketing and to promote the work of the Oxfordshire County Music Service. **N.B We will not name children without asking for parents/guardian's additional consent.**

Who do we share information with?

We will not collect unnecessary personal data and will only process data in the ways we state in this document. Generally speaking, we will not share personal information with any external body without the consent of the person or parent/guardian concerned, unless there is a safeguarding concern; or where that external body is a data processor acting on our behalf; or where we are otherwise legally obliged to share information. For example, we provide statutory information to external bodies such as, governmental authorities when required by law.

We will share data with your Child's school/academy to enable us to provide tuition and to share details of your Child's progress.

For pupils enrolled in the Burford Institute of Music we will also need to share your Child's information with Burford School, as they are responsible for your Child's care whilst they attend this ensemble.

The schools and academies have a responsibility in their own position as independent Data Controllers to keep your data secure.

We are required to share anonymous data about your Child's tuition with the Arts Council (<https://www.artscouncil.org.uk/cookie-policy>).

Our Data Processors

These are parties who act on our behalf and have therefore contracted with us to keep your data secure for the duration of our contract with them.

We collect and store your data on a secure database managed by an external data processor called Speedadmin (<https://speedadmin.com/uk>) who provide this database service to us and many other music services.

We also share information with the Council's payment and invoices offices (IBC) in order for them to produce bills for you to pay for the tuition/ensemble membership and with We Got Tickets (<https://www.wegotickets.com/ppi>) who provide ticket purchasing services for us.

Legal basis for processing data

- a) We collect your details (as parent or carer) as well as your Child's details in order to produce attendance registers and invoices, and to communicate about tuition or membership of ensembles. This is necessary in the exercise of our functions as a local authority to provide education to children and young people under the Education Act 1989. (Art 6(1)e of the GDPR).

Alternatively, we collect this data as it is necessary to perform the contract we have with you (Art 6(1)b of GDPR).

- b) We collect details of adults receiving tuition in order to communicate about tuition or membership of ensembles and to produce invoices for payment. This is necessary in order for us to perform the contract.
- c) Any special category personal data of yours or your Child (for example race or gender) contained photographs, video or other publications is processed based on your consent. (Art 9(2)a GDPR).
- d) Sometimes, you may provide us with health information in relation to you or your Child so that we can provide high quality tuition or make necessary adjustments for you or your Child. We process this data for reasons of substantial public interest (Article 9(2)(g), GDPR). Alternatively, we process this information based on your consent.
- e) Any information you provide in order to enable us to produce information packs for staff to take your Child on excursions e.g. a foreign tour, will be based on your consent.

How we store your data

The data is held in accordance with the Oxfordshire County Council's data retention policy (<https://www.oxfordshire.gov.uk/council/about-website/privacy-notice>). We will also store this data on secure servers managed by Speedadmin.

How long do we retain your data for?

This data will be stored for up to 6 years after we have stopped providing services to you.

Your Rights

You have a right:

- to access and obtain a copy of the personal data that we hold about you;
- to ask us to correct your personal data if there are any errors, or if your data is incomplete or if it is out of date;
- in certain circumstances, to ask us to restrict the processing of your personal data until any errors are corrected;

- to object to us processing your data;
- (in very limited circumstances), to ask us to erase your personal data.

For data that we use based on **consent only** – for example use of your photographs or video images, you have the right to withdraw your consent, or to object to the processing of your personal data for any of these purposes at any time. If you do that, we'll update our records immediately to reflect your wishes. This will not affect our continued provision of the service to you. You also have the right to request to obtain that data from us in a way that is accessible and machine-readable.

In other instances, particularly where we hold the data in order to fulfil our contract with you, if you object to us processing your data, this might affect our continued provision of the service to you.

You can obtain further information about these rights from the Information Commissioner's Office at: www.ico.org.uk or via their telephone helpline (0303 123 1113).

If you wish to exercise any of these rights, please contact the Data Protection Officer using the contact details given at the top of this Notice.

You have the right to appeal to the Office of the Information Commissioner which is the UK supervisory authority for data protection issues. You also have the right to lodge a complaint in relation to this Notice or in relation to our processing activities either through their website or using their telephone helpline shown above.

Thank you for taking the time to read this Notice which will be updated from time to time in order to comply with Data Protection Legislation.

This information can be made available in other formats if required