



Pianissimo Holdings Limited **PRIVACY NOTICE**

Important: Please read and retain

About Pianissimo Holdings Limited

Pianissimo Holdings Limited is the private teaching practice belonging to:

Vanessa Wight B.A (Hons), DipABRSM, Cert PTC, MISM

This business trades as **Hitting the Wight Note – Piano Tuition with Vanessa Wight.**

Pianissimo Holdings Limited is registered with the Information Commissioner's Office (registration number ZA756326) to act as a controller of your personal information in full compliance with current EU General Data Processing Regulations.

This privacy notice explains how Pianissimo Holdings Limited lawfully uses your information and outlines your legal rights.

How your information is collected

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

Pianissimo Holdings Limited 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).

Pianissimo Holdings Limited 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 Pianissimo Holdings Limited, either in physical or electronic form, is safe and secure at all times.

How your information is used

Unless otherwise agreed, Pianissimo Holdings Limited 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;

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

Pianissimo Holdings Limited shares information with others where there is a legal obligation for doing so.

There are also various situations in which Pianissimo Holdings Limited 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 Pianissimo Holdings Limited website, social media, in marketing, publications, or elsewhere publicly without written consent.

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

Internet Services

Pianissimo Holdings Limited owns the following website: www.hittingthewightnote.com, which has associated social media accounts.

When your information changes

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information you have previously provided changes or needs updating, or if you suspect Pianissimo Holdings Limited holds out-of-date information.

Pianissimo Holdings Limited will update all records at the first opportunity, and within no longer than a month of notification.

How long your information is kept

Pianissimo Holdings Limited 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 Vanessa Wight at:

- Pianissimo Holdings Limited, 8 Cottage Common, Loughton, Milton Keynes MK5 8AE
- vanessa@hittingthewightnote.com

If you are not satisfied with Pianissimo Holdings Limited's response to any query you raise in connection with this policy, or you believe Pianissimo Holdings Limited 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 Pianissimo Holdings Limited, you will be provided with an updated Privacy Notice.

You can also visit the Pianissimo Holdings Limited website at any time for the latest version.

