

The Bee's Keys LTD Privacy Statement

Personal Data and Privacy Statement

The Bee's Keys LTD processes personal data relating to clients, customers, and individuals interested in our services. We are committed to complying with legal obligations regarding data protection and privacy. This statement outlines the principles we follow when processing personal data, the types of personal data we collect, how we use and secure it, and the legal bases for processing your data. Additionally, this statement explains your rights and how you can contact us.

1. About The Bee's Keys LTD and Our Services

The Bee's Keys LTD provides piano tuition.

We are the data controller for the purposes of current data protection legislation.

Contact details:

Sarah Loddington

The Bee's Keys LTD

Suite 22, Crowood House, Gipsy Lane, Swindon, SN2 8YY

Tel: 07740099951

Email: sarah@thebeeskeys.co.uk

Website: www.thebeeskeys.co.uk

2. What Personal Data Do We Collect from You?

Personal data includes any information relating to an identifiable individual. We only collect the data necessary to provide you with the services you request.

This may include:

- Personal/Contact Information: Name, address, email, phone numbers, date of birth
- Payment Information: Bank card details for billing purposes
- Digital Information: IP addresses and details of your interactions with our website and social media
- Correspondence: Information related to your enquiries
- Other: Any additional information you provide

3. When Do We Collect Personal Data?

We collect your information when you:

- Enter into a contract with us
- Enquire about our services
- Visit our website
- Engage with us on social media

4. What is Our Lawful Basis for Processing Your Data?

We may process personal data when:

- It is necessary to perform a contract with you
- It is necessary for legitimate business interests, provided this does not impact your fundamental rights
- We need to comply with legal obligations
- We have your consent, such as for marketing communications (you may withdraw consent at any time)

5. How Will We Use Your Personal Data?

We may process your information to:

- Fulfil our contractual obligations
- Respond to enquiries or complaints
- Protect our business from fraud or illegal activities
- Provide you with information about our services
- Send legally required communications (e.g., updates to this Privacy Statement)
- Administer our website and collect feedback to improve services

6. Who Do We Share Your Data With?

In some cases, we may need to share your data with:

- Accountants/auditors
- Accounting software providers
- Direct debit/auto-pay companies
- Examination boards
- MyMusicStaff

7. How Long Will We Keep Your Data?

We will retain personal data for as long as necessary to provide services or comply with legal obligations.

8. Data Security

We take appropriate measures to protect your personal data from accidental or unlawful destruction, loss, alteration, or unauthorised access. All devices used to process data are password protected.

9. Your Rights

You have the right to:

- Request access to the personal data we hold about you
- Request rectification of inaccurate data
- Request erasure or restriction of your data in certain circumstances
- Object to data processing or direct marketing
- Withdraw consent for data processing at any time

For any requests, please contact us using the details provided below.

10. Complaints

If you are unhappy with how we process your data, please contact us. You may also file a complaint with the Information Commissioner's Office (ICO):

Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Tel: 0303 123 1113 or 01625 545 745
<https://ico.org.uk/global/contact-us/>

11. Contact

If you have any questions or wish to exercise your rights, please contact us at:

Email: sarah@thebeeskeys.co.uk

Tel: 07740099951

Address: The Bee's Keys LTD, Suite 22, Crowood House, Gipsy Lane, Swindon, SN2 8YY

12. Updates to This Statement

We may update this Privacy Statement from time to time. Please check our website for the latest updates.

Last updated September 2024
Review Due August 2025