

## Forte Arts Privacy Policy

Forte Arts is committed to protecting our customer privacy and takes its responsibility regarding the security of customer information seriously. We will be clear and transparent about the information we are collecting and what we will do with that information.

Forte Arts understands that customers care about the use and storage of their personal information and we value your trust in allowing us to do this in a careful and sensible manner. We have created this privacy policy statement in order to demonstrate our commitment to the privacy of our customers.

If you are interested in applying for job vacancies, such activities are governed by a separate privacy policy, which outlines how we process your personal information for these purposes and your rights in relation to the same. This separate privacy policy will be sent to you during the application process.

This policy sets out the following:

- What personal data we collect and process about you in connection with your relationship with us as a customer;
- Where we obtain the data from;
- What we do with that data;
- How we store the data
- Who we disclose that data to;
- How we deal with your data protection rights;
- And how we comply with the data protection rules.
- All personal data is collected and processed in accordance with EU data protection laws

### Data Controller

Forte Arts is the 'data controller' of all personal information that is collected and used about Forte Arts customers. Forte Arts is registered in the UK with the registration number 10682118 and registered offices at c/o EMTACS, 69 Loughborough Road, West Bridgford, Nottingham NG2 7LA

### What personal data we collect

Personal data means any information relating to you which allows us to identify you, such as your name, contact details, and payment details.

We collect personal data from you when you enquire about, or sign up to receive our services. This is done either via our website, over the phone or via an email form when you contact us and provide us with your details.

Specifically, we collect the following information: Student name, student age, student date of birth, student gender, parent/guardian name(s) (if applicable), address, email address, phone number, student learning requirements (if

needed), and any other information you think may be relevant or applicable to the tuition. If the student is under the age of 18, a parent/guardian must consent to the child's data to be processed.

Additionally, once receiving our services our clients submit their banking details to a secure Direct Debit bureau, which processes Direct Debits on our behalf. Please see <https://www.smartdebit.co.uk/privacy/>

### What we use your personal data for, why and for how long

Your data is used for the following purposes:

- Providing the service you request; we use the information you give us to perform the services you have asked for in relation to providing a music teacher for you, and/or providing an instrument for you to hire
- Contacting you as part of the day-to-day administrative running of the business for any reason (should your teacher be ill and need to cancel a lesson, for example, or to organise a payment)

We will only process your personal data where we have a legal basis to do so. We use 'Legitimate Interests' as the legal basis because processing this specific data is in our legitimate interests in operating as a teaching agency and instrument hire company.

Only adults aged 18 or over can provide their own consent for us to process their data. For children under this age, consent of the children's' parents or legal guardians is required.

We will not retain your data for longer than is necessary to fulfil the purpose it is being processed for. To determine the appropriate retention period, we consider the amount, nature and sensitivity of the personal data, the purposes for which we process it and whether we can achieve those purposes through other means.

We must also consider periods for which we might need to retain personal data in order to meet our legal obligations or to deal with complaints, queries and to protect our legal rights in the event of a claim being made.

When we no longer need your personal data, we will securely delete or destroy it.

We will retain data provided via an initial enquiry on our database for two years from the point of last contact from you. We will remove your data from our database at the end of the retention period, or until:

1. You ask us to delete your data
2. You inform us that you are no longer interested in our services

## Security of your personal data

We follow security procedures in the storage and disclosure of your personal data, and to protect it against accidental loss, destruction or damage.

All data is stored on a password-protected computer, in a password-protected database.

To protect your information, we have policies in place to make sure that your information is not shared with any third parties outside of Forte Arts and its subcontractors.

## Sharing your personal data

No data is shared with third parties outside of Forte Arts and its teachers/subcontractors, with the exception of our accounting schedules which are passed on to our accountants and feature our clients' names.

## Your data protection rights

Under certain circumstances, by law you have the right to:

- **Request information** about whether we hold personal information about you, and, if so, what that information is and why we are holding/using it
- **Request access** to your personal information (commonly known as a 'data subject access request'). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest and there is something about your particular situation which makes you want to object to processing on this ground.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

If you want to exercise any of these rights, the please email [info@forte-arts.co.uk](mailto:info@forte-arts.co.uk) with your query.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights).

### Changes to privacy policy

Our privacy policy may change from time to time and any changes to the statement will be communicated to you by way of an email or a notice on our website.

### Contact details

If you have any queries about this policy, need further information or wish to lodge a complaint you can use the details below to contact us:

Forte Arts Limited  
Kemp House  
152-160 City Road,  
London  
EC1V 2NX

[info@forte-arts.co.uk](mailto:info@forte-arts.co.uk)