

PRIVACY POLICY

'The Piano and Cello Duo' and 'The Piano Girl'

IMPORTANT – please read and retain this document.

This Privacy Notice explains how we use and protect the personal data that you provide us. It also outlines your legal rights in relation to your data.

1) About Us

1.1. 'The Piano and Cello Duo' and 'The Piano Girl' are registered with the Information Commissioner's Office.

1.2. We are known as the 'Controller' of the personal data you provide to us.

1.3. My studio address is: 2 Highover Cottages, Highover Way, Hitchin, Hertfordshire, SG4 0RQ

2) Data we need

2.1. Unless otherwise agreed, we will only collect basic personal details about our clients, as outlined in this contract. This information may include:

- Name, home address, email address, landline/mobile phone number
- Details of wedding venue, wedding coordinator, ceremony length and names of others involved with the event, such as bridesmaids.
- Song choices and preferences.

2.2. This information may be supplemented by written communications (including via electronic means); financial interactions (e.g. invoicing); event information from a third party (the venue).

2.3. Care is taken to ensure that data collected is adequate, relevant and not excessive and also accurate and up-to-date. We only hold the data needed to provide the services you engage us to provide.

3) Why we collect this data

We process personal data to enable us to provide musical entertainment and performances, to promote our services and to maintain our own accounts and records. We will not collect any personal data from you that we do not need.

4) How your data is used

4.1. Unless otherwise agreed, we will only process personal data in connection with our legal obligations and legitimate interests as a music entertainment provider. This can include using information for:

- Providing musical entertainment at events such as weddings, celebrations and corporate functions
- Organising concerts and other events
- Routine communication and emergency contact
- Business planning, administration and accounting
- Promoting and improving the services that we provide

4.2. Care is taken to ensure that your data is used fairly, lawfully and transparently and only for the reasons for which it was collected.

5) Keeping Your Data Secure

All reasonable steps are taken to ensure your data is processed and stored securely.

6) Your rights and responsibilities under Data Protection law

6.1. 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. In addition, you have a right of access to your data (with reasonable notice) and to have your information amended or deleted at any time.

6.2. Further information about your rights can be found on the Information Commissioner's Office website at www.ico.org.uk.

6.3. You also have the responsibility for ensuring that the data we hold is accurate and current by notifying us of any changes straight away.

6.4. Any queries should be directed in the first instance to us at: pianoandcello Duo@gmail.com

7) Changes to this Privacy Notice

This Privacy Notice will be periodically reviewed and updated where necessary. Current clients will be informed accordingly and provided with the latest version.