



Education & Bass



Privacy Notice

Education & Bass and Music Technology Club

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Introduction

This privacy notice explains how Education & Bass and Music Technology Club (“we”, “our”, or “us”) collect, use, and protect your personal information.

Education & Bass and Music Technology Club is a UK-based national organisation delivering music technology education and tuition, both online and in-person, to young people and adults across mainstream, alternative, SEND and SEMH provision.

This policy applies to all users of our services, including those visiting our websites or communicating with us via email, booking platforms, virtual learning environments, or related services.

We are committed to protecting your privacy and complying with UK data protection legislation, including the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

1. The Information We Collect

We may collect and process personal data including:

- Names, addresses, contact details (email, phone number)
- Names and details of children or dependents enrolled
- Education or special learning needs disclosed voluntarily
- Communication preferences
- Payment or invoicing details (handled securely)
- Enquiries and sign-up information submitted via our website, email or online forms

We collect this data when:

- You sign up for one of our clubs, courses, or private sessions
- You submit an enquiry or contact us
- You complete one of our forms, surveys, or provide feedback
- You purchase services from us
- You participate in our online learning platforms

2. How We Use Your Information

We may use your personal data to:

- Process bookings and enrolments

- Provide relevant music education services
- Manage communication about sessions or services
- Issue safeguarding or wellbeing information where necessary
- Send occasional updates, news, or service announcements
- Monitor and evaluate programme effectiveness (anonymously where possible)
- Comply with legal or contractual obligations (e.g. safeguarding, financial regulations)

We will only process your information where we have a lawful basis to do so, including:

- Consent (you have agreed to us using your data)
- Contractual obligation (e.g. to deliver a service you have purchased)
- Legal obligation (e.g. safeguarding concerns, HMRC compliance)
- Vital interests (e.g. protecting a life in an emergency)

3. Online Learning and Digital Data

When learners join our online platforms (e.g. Zoom or browser-based music tools), we:

- Ask for parental/carers consent where learners are under 18
- May record sessions for safeguarding and CPD
- Use secure platforms only
- Store minimal personal data securely in password-protected systems
- Do not share learner identities publicly or with unauthorised individuals

We do not knowingly collect personal data from children under 18 without the involvement of a parent or legal guardian.

4. Sharing of Data

We will never sell or share your personal data with third parties for marketing.

We may share data only where:

- Required by law (e.g. safeguarding, legal order)
- Permitted by you with explicit consent
- Required with an educational institution or referrer involved in a learner's provision (e.g. school or local authority)
- Required to provide essential services (e.g. payment processing)

5. Data Storage and Retention

We store personal data securely using encrypted and password-protected systems.

We retain your data only as long as necessary:

- Student/parent records – up to 7 years for safeguarding and financial compliance
- Enquiries not resulting in engagement – up to 2 years
- Tutor and staff information – in line with employment law
- Mailing lists – until unsubscribed

6. Your Rights

You have the right to:

- Access the data we hold about you
- Request correction of inaccurate or incomplete data
- Request deletion of your data in certain circumstances
- Withdraw consent at any time
- Complain to the ICO if you believe your data is being misused

To make a request, email: nomine@educationandbass.online

7. Cookies and Analytics

Our website may use cookies to:

- Track usage for analytics (non-personalised)
- Improve functionality and user experience

You can opt out of cookies in your browser settings.

8. Contact and Complaints

If you have any questions or concerns about this notice or how your data is handled, please contact:

Andrew Ferguson
Email: nomine@educationandbass.online

If you're not satisfied, you can contact the Information Commissioner's Office at <https://ico.org.uk>

9. Updates to This Notice

We may update this notice periodically. The most recent version will always be available on our website.

Would you like this exported as a PDF or Word file, or would you prefer to tweak anything further before that?