

Privacy Policy Moo Music Bury St Edmunds

We take the privacy of all visitors to our Website, Facebook Page, Bookwhen page and sessions very seriously and therefore set out in this privacy policy our position regarding certain privacy matters. This policy covers all data that is shared by a visitor with us whether directly via email or Facebook or our Current Booking website (presently BookWhen) or our registration forms (JotForm/Mailchimp).

1. Information we collect

In operating our Website, Facebook Page, BookWhen Page, Jotform (registration or newsletter sign up form) and sessions we collect and process the following data:

- Information that you provide by filling in forms, such as when you register to receive information or book to attend, this includes but is not limited to your name, contact telephone number, email address, your child's/ren's names and dates of birth, any allergies/fears or disabilities or special educational needs as applicable. These are recorded to ensure that you receive the best and most appropriate session for you are your little one, as well as to invoice you, or as an emergency contact. Also if you opt to receive our birthday offers for your child/ren.
- Information provided to us when you communicate with us for any reason.

We also (anonymously) monitor visitors to our sites so that amongst other things we can see which sections are being viewed, how long for and where the visitors came from all of which is invaluable information for us in terms of developing the site and monitoring our performance.

2. Use of your information:

The information that we collect and store relating to you is primarily used to enable us to provide our services to you. In addition, we may use the information for the following purposes:

- To provide you with information requested from us relating to our products or services.
- To improve our products and services.
- To periodically send, if you have opted in to receiving our promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided unless you have indicated otherwise.

3. Third Parties

We use different services for different things. If you book onto a course or session using Bookwhen, then your data is held within Bookwhen's databases. When booking in this way if you agree to receive our newsletter your details are added onto Mailchimp. If you contact us to arrange a booking you maybe directed to a JotForm registration form or if you sign up to our newsletter through our website/Facebook using Mailchimp.

Using JotForm helps us to capture all the information required, it also stores the forms you complete, securely and safely within in the EU. Again if you agree to receive our newsletter, we add your information onto Mailchimp to maintain an accurate marketing database for the purposes of our newsletters and event emails. However this database is only used by Moo Music Bury St Edmunds and we will not share your information with any third parties for any reason unless covered by Law.

Our email service is provided by RackSpace.

We also use Firetext for special session attendance text reminders, this requires your telephone number and your name to be held on their servers until after the text has been sent.

Also as we use accounting software your and our child's/ren's first names and your email are added onto for the purposes of invoicing you. This data is held for the required minimum of 6 financial years from your last transaction.

If you make contact via a social media, Twitter, Instagram, Facebook, they maybe based outside of the EEA however they are covered by the Privacy Shield.

Here are the relevant companies privacy policies:

JotForm: <https://www.jotform.com/help/9-Privacy-Policy>

Bookwhen: <https://bookwhen.com/privacy>

Accounting Software: <https://my.waveapps.com/privacy/>

Mailchimp: <https://mailchimp.com/legal/privacy/>

RackSpace's information about GDPR: <https://www.rackspace.com/en-gb/gdpr>

4. Storing your personal data

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we store. However as we use third parties to maintain and collect relevant information, our safeguards end where their services start. We ensure that our passwords sufficiently protect our accounts, we can't and don't hold all the data ourselves but on their servers so their safeguards are in place.

We use Onedrive as our back up of data plus for our session registers.

5. Access to information

You have the right to request a copy of the personal information that we hold about you. You can also request that any incorrect information about you be updated.

Should you wish to receive details that we hold about you please contact us using the contact details below.

Moo Music Bury St Edmunds

bury@moo-music.co.uk, 0740986162

We may disclose personal information if required to do so by law or in the good-faith belief that such action is necessary to comply with legal processes, we do not share personally identifiable information with third parties without your consent except in the following instances:

- Unless required by applicable law or pursuant to a court or similar order.
- As deemed necessary, in our discretion, to protect the legal rights or the property of Moo Music, a registered user or third party, or to prevent personal injury.

6. Cookies

We use:

- Google Analytics is a free service provided by Google inc. which sets a cookie to that allows us to evaluate how visitors use our Moo Music Page(www.moo-music.co.uk/sdnm), our website (www.moomusicsdnm.co.uk), our newsletter sign up(not our registration forms) & our booking site and give us broad trends in how people access the website such as whether using a computer or a mobile phone. This is essential to us in helping make sure we provide the right information in the right format for our visitors. For more information on the cookies set by Google Analytics please click here to see [Google's privacy policy](#). You can also opt out of being tracked on Google Analytics to visit google's opt out page please click here. Please note: Choosing this option in Google Analytics will opt you out for all websites not just our websites.
- Facebook Pixels is free service provided by Facebook, which sets a cookie that allows us to create effective social media adverts. This is done by sharing information about your use of our site with our trusted social media, advertising and analytics partners.

7. EU Cookie Directive

As you may have read the law has recently changed in relation to the use of Cookies. Hence why a pop-up banner appears on our blog site and our Moo Music Page. However other websites like our booking system we are unable to instigate this therefore we have taken the view that currently we will provide information on the cookies we provide (as above) and advise users on how to change their browser settings to block cookies, please click here, to learn more about cookies from the AboutCookies.org. This will allow you to take control of cookies across all websites, not just on our websites.

8. Photograph's

Whilst the family atmosphere we encourage at classes means that parents, grandparents and friends should feel very comfortable taking photographs or video footage, we would ask that everyone remains sensitive to the feelings of others and always stop filming should they be asked to do so and not replicate any materials unless given permission to do so.

You may opt out of having your child included in photographs taken by our leaders or photographers if you do every effort is made to avoid your child being included by our leaders or photographers, obviously other parents may take photos during sessions. You can opt to have your child/you blurred out of any photos, and you can also agree to have photos taken and used by Moo Music Bury St Edmunds in promotion of our sessions on all media formats. If you do agree to have photos taken, to enable us to ensure accurate records your name, your child's name, your telephone number, your email address and agreement will be held indefinitely unless you contact us to inform us otherwise, if you opt to unsubscribe or do not subscribe to our newsletter this information is held separately to the photo permissions. Just as you do as more photos are taken the older ones naturally get used less so over time your photos may stop being used but will still be held.

By consenting to Moo Music Bury St Edmunds having your and your child's photo taken they may be used to advertise our services, this includes but is not limited to Twitter, Facebook and Instagram who are outside of the EEA however they come under the privacy shield and therefore this is sufficient for GDPR regulations.

9. Competition entries

Paper entries

Entries taken by paper only request contact details in relation to the competition (announcing of the winner) and if you chose you will receive more information about Moo Music. However you can also opt in to be added to our mailing list held in Mailchimp, if you are the winner your details are held on file to enable you to claim your prize, otherwise once the competition is drawn your details are destroyed.

Entries on social media

Your name or related information you added as part of a competition entry will be visible to anyone who visits our pages/profiles on the social media platform. You will not be added onto our mailchimp mailing list unless you request it and will only be contacted in relation to the competition.