



# Top Score Music Academy Privacy Policy

## Introduction

Top Score Music Academy will process your personal data in accordance with the Data Protection Act 2018, the General Data Protection Regulation and all other applicable legislation (together “the Data Protection Legislation”). We are committed to protecting your privacy. This policy (together with the “registration form” and any other documents referred to in it) set out the basis for the processing of any personal data we collect from you or you provide to us. Please read the following carefully to understand our practices.

## Who we are

For the purposes of the Data Protection Legislation, the data controller is: Top Score Music Academy. Personal data is information about you from which you can be identified.

We may collect and process the following data about you:

1. Information you give us. You may give us information about you by
  - a. filling in forms on our website or on paper registration forms
  - b. providing feedback;
  - c. entering for examinations
  - d. corresponding with us by phone, e-mail or otherwise.

The information you give us may include your name, address, e-mail address and phone number, personal information and preferences.

2. Information we collect about you. When you visit our website we may automatically collect the following:
  - a. technical information, including the internet protocol (IP) address used to connect your computer to the internet, your browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
  - b. information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); services you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page.

## **Use of the information**

We use the information held about you in accordance with the Data Protection Legislation. Examples of the main ways in which is information is used and why are given below.

Purpose(s) for Processing	Legal Basis
to deal with enquiries and carry out our obligations arising from any contracts entered into between you and us including information about lessons, performances and other events.	To support our legitimate interests in managing our business and providing services to our students provided such interests are not overridden by the rights and interests of the data subjects concerned; and/or  Processing that is necessary for the performance of a contract or in order to take steps at your request prior to entering into a contract.
to provide you with the information and services that you request from us.	As above
to administer our website and for internal operations.	As above
Processing of job applications.	As above
Transferring information to third parties, including to our own service providers.	As above
For the purpose of responding to a binding request from a public authority or court.	To comply with our legal obligations
Use of photos for leaflets, our website and social media for advertising.	Consent – which you can withdraw at any time

We will retain personal data only for as long as necessary for the purposes for which it was collected; as required by law or regulatory guidance to which we are subject; and for the exercise or defence of legal claims that may be brought by or against us.

We will retain personal data about job applicant candidates for no more than one year.

## **Disclosure of your information**

We may share your information with selected third parties including our tutors, administrators and examination boards. We may disclose your personal information to third parties if we are under a duty to do so in order to comply with any legal obligation; or in order to enforce or apply our terms of use.

## **Storage of your data**

The data that we collect from you will be stored on our director's computer with a secure access code. It is not anticipated that your data will be subject to automated processing or transferred outside of the EEA.

## **Your rights**

To the extent that we are a controller of your personal data you may request access to, rectification, or erasure of your personal data, or restriction of processing or object to processing of your personal data, as well as the right to data portability. In each case, these rights are subject to restrictions as laid down by law. The following is a summary of your rights:

- The right of access enables you to receive a copy of your personal data
- The right to rectification enables you to correct any inaccurate or incomplete personal data we hold about you
- The right to erasure enables you to ask us to delete your personal data in certain circumstances,
- The right to restrict processing enables you to ask us to halt the processing of your personal data in certain circumstances,
- The right to object enables you to object to us processing your personal data on the basis of our legitimate interests (or those of a third party)
- The right to data portability enables you to request us to transmit personal data that you have provided to us, to a third party without hindrance, or to give you a copy of it so that you can transmit it to a third party, where technically feasible.
- You have the right to lodge a complaint with the Information Commissioner's Office if you consider that the processing of your personal data infringes the Data Protection Legislation.

If you wish to exercise any of these rights, please contact us (see Contact Us below). We will respond to your request within one month. That period may be extended by two further months where necessary, taking into account the complexity and number of requests. We will inform you of any such extension within one month of receipt of your request. We may request proof of identification to verify your request. We have the right to refuse your request where there is a basis to do so in law, or if your request is manifestly unfounded or excessive, or to the extent necessary for important objectives of public interest.

## **Accessing other websites**

Our site may, from time to time, contain links to and from the websites of other organisations. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## **Changes to this policy**

Any changes we may make to our privacy policy in the future will be posted on this page. Please check back frequently to see any updates or changes to our privacy policy.

## **Cookies**

If you are happy for us to use cookies, all you have to do is continue to use our website as normal. If you would like to block any cookies, please see below for details on how to do so.

We use these cookies for the proper functioning of our website. If you would like to block any of the cookies used by our site, or other websites, you can do this through your browser settings. Please visit <http://www.aboutcookies.org/> for more information on how to block cookies and/or delete them from your computer. Please note that if you block or delete cookies, our site may not function properly for you.

## **Additional information for GCSE and As/A-level students**

Correspondence on any aspect of a candidate's examination or assessment will only be conducted between the awarding body and the head of the centre, a member of the senior leadership team or the examinations officer.

Top Score Music Academy will hold the following data:

- Personal data relating to the name(s), date of birth, gender, Unique Candidate Identifier (UCI) or Unique Learner Number (ULN) of an individual candidate which will always be collected by an awarding body for the purposes of examining and awarding qualifications. In some cases additional information, which may include special category personal data relating to health, will also be collected to support requests for access arrangements and reasonable adjustments and/or special consideration. Such personal data will be supplemented by the results of examinations and assessments undertaken by the respective candidate.
- A candidate's personal data will only be collected in the context of examination entries and/or certification claims.
- Such data collected will not be used other than for examination administration purposes, conducting examinations and assessments and the issuing of examination results and certificates.
- Personal data within candidates' work will be collected for the purposes of marking, issuing of examination results and providing candidates with access to post-results services.

## **Contact us**

Questions, comments, requests and complaints regarding this statement and the personal data we hold are welcome and should be addressed to [info@topscoremusicacademy.com](mailto:info@topscoremusicacademy.com) or All requests will be dealt with promptly and efficiently.