

Bury Music Service Ltd – Privacy Notice

Last Updated: 2026

This privacy notice sets out how Bury Music Service Ltd uses and protects any information that you give us. Bury Music Service Ltd is the data controller for the personal data you provide to us, for the purposes of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

What information we collect

We only collect personal information about you and your child that we need in order to provide music education services, administer those services, charge for them, and help us look after your child whilst they are in our care.

This information may include:

- Parent or carer name
- Child's name
- Date of birth
- School attended
- Address
- Email address
- Telephone numbers

In some cases, we will also ask for information about medical conditions or additional needs relating to your child, where this is necessary for pastoral care, safeguarding, or emergency situations. Where you choose to pay by direct debit, we will collect additional information such as bank account details, which are used solely for the purpose of processing payments. We do not store full payment card details on our systems. Payment information entered online is processed securely by our payment provider, Stripe.

If we wish to take and use photographic or video images of children taking part in our activities, we will seek specific, explicit consent from a parent or person with parental responsibility before doing so. We collect children's personal data directly from parents or carers, or via schools and local authorities where appropriate. We recognise that children's data requires a higher level of protection and handle it accordingly. See our Photography, Filming and Social Media Policy

Why we need your data

We need your personal data in order to:

- Provide music tuition, ensembles, events, and related services
- Communicate organisational and operational information

- Raise invoices and process payments
- Ensure the health, safety, and wellbeing of children in our care

We may also use your contact details to inform you about music education opportunities provided by ourselves or selected partners where you have given your consent to receive such communications.

We will not collect personal data that we do not need for these purposes.

Lawful basis for processing

Under UK GDPR, we must have a lawful basis for processing your personal data. These are:

- Contract – where processing is necessary to provide agreed music education services
 - Legal obligation – for example, tax records or safeguarding requirements
 - Legitimate interests – for administration, service improvement, and transition support between schools, where this does not override your rights
 - Consent – for marketing communications and use of images
 - Vital interests – where medical information is required to protect a child in an emergency
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What we do with your data

All personal data we hold is processed by staff of Bury Music Service Ltd and stored securely. We may share personal data with trusted third parties where this is necessary to deliver our services or meet legal obligations.

These may include:

- Schools and local authorities
- Payment processing providers (such as Stripe)
- Accounting and financial service providers
- Website platform and booking system providers (including our online account and login system)
- IT systems, cloud storage, and email service providers
- Event or licensing authorities (e.g. child performance licensing)

For example, where required for a Local Authority child performance licence, we may share a child's name, postcode, and date of birth. We also share limited information with secondary schools as part of our transition support for pupils moving from Year 6 to Year 7. All third parties that process data on our behalf are required to do so securely and in accordance with data protection law.

Data security

We are committed to ensuring that your information is secure. We have appropriate physical, electronic, and organisational measures in place to prevent unauthorised access, loss, or disclosure of personal data.

How long we keep your data

We only keep personal data for as long as necessary for the purposes for which it was collected.

- Billing and financial records are retained for a minimum of six years, in line with UK tax law
- Student records are retained while a child is receiving services and for a limited period afterwards for administrative and safeguarding purposes
- Project-specific data (e.g. overseas tour medical forms) is securely destroyed once the project concludes
- Marketing consent records are retained until consent is withdrawn

Data is securely deleted or anonymised when no longer required.

Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate or incomplete data
- Request deletion of your data where appropriate
- Request restriction of processing
- Object to processing in certain circumstances
- Request data portability
- Withdraw consent at any time (where consent is the lawful basis)

To request access to your data, please write to:

Bury Music Service Ltd, Mersey Drive, Whitefield, Manchester, M45 8LN

A request for access entitles you to a copy of the personal data we hold about you but not necessarily copies of documents containing that data.

Consent and withdrawal

Where we rely on consent (for example, marketing communications or use of images), you may withdraw that consent at any time by contacting mail@burymusic.co.uk.

Data protection contact

If you have questions about how we handle personal data, or wish to exercise your rights, please contact our Data Protection Lead:

Holly Gledhill

Email: mail@burymusic.co.uk

Complaints

If you are not satisfied with our response or believe we are processing personal data unlawfully, you have the right to complain to the Information Commissioner's Office (ICO):

<https://ico.org.uk>

Data breaches

In the event of a personal data breach that is likely to result in a risk to your rights and freedoms, we will notify affected individuals and the ICO in accordance with legal requirements.

Website and Online Services

When you create an account, log in, book lessons, or make payments through our website, we process personal data necessary to:

- Authenticate your login
- Administer lesson bookings
- Process payments
- Communicate with you regarding your account

Our website uses secure session cookies to manage login authentication. Further details are available in our Cookie Policy.

Payments made online are processed securely by Stripe. We do not store full payment card details on our systems.