

Privacy Policy Shropshire Music Service

Under data protection law, individuals have a right to be informed about how the service uses any personal data that we hold about them. We comply with this right by providing 'privacy notices' (sometimes called 'fair processing notices') to individuals where we are processing their personal data.

This privacy notice explains how we collect, store and use personal data about **pupils and parents**. We, Shropshire Music Service, Long Meadow, Bayston Hill, SY3 0NU are the 'data controller' for the purposes of data protection law.

Our data protection officer is:

Alison Stevens

admin@shropshiremusicservice.org.uk

01743 874145

The personal data we hold

Personal data that we may collect, use, store and share (when appropriate) about pupils includes, but is not restricted to:

- Parental contact details, date of birth, identification documents
- Results of internal assessments and externally set tests/exams
- Pupil and curricular records
- Characteristics, such as eligibility for free school meals, or special educational needs
- Exclusion information
- Details of relevant medical conditions, including physical and mental health
- Attendance information
- Safeguarding information
- Details of any support received, including care packages, plans and support providers
- Photographs
- Video images captured at concerts or rehearsals.

We may also hold data about pupils that we have received from other organisations, including schools, local authorities and the Department for Education.

Why we use this data

We use this data to:

- Support pupil learning
- Monitor and report on pupil progress
- Provide appropriate pastoral care
- Protect pupil welfare
- Assess the quality of our services
- Comply with the law regarding data sharing
- Comply with the law regarding child performance licensing
- Contact parents in the event of unexpected events or changes of circumstances
- Carry out research

Our legal basis for using this data

We only collect and use personal data when the law allows us to. Most commonly, we process it where:

- We need to comply with a legal obligation
- We need it to perform a public task

Less commonly where:

- We have obtained consent to use it in a certain way
- We need to protect the individual's vital interests (or someone else's interests)
- We need to protect the legitimate interests of the service or organisations who work on its behalf (provided the individual's rights and freedoms are not overridden)

Where we have obtained consent to use pupils' personal data, this consent can be withdrawn at any time. We will make this clear when we ask for consent, and explain how consent can be withdrawn.

Some of the reasons listed above for collecting and using pupils' personal data overlap, and there may be several grounds which justify our use of this data.

Collecting this information

While the majority of information we collect about pupils is mandatory, there is some information that can be provided voluntarily.

Whenever we seek to collect information from you or your child, we make it clear whether providing it is mandatory or optional. If it is mandatory, we will explain the possible consequences of not complying. Without mandatory information the pupil may be unable to perform in concerts arranged by Shropshire Music Service due to licensing law.

How we store this data

We keep personal information about pupils while they are attending our service events and rehearsals. We will also keep it beyond their attendance if this is necessary in order to comply with our legal obligations and to enable us to contact parents following an event with relevant information.

If you wish to see a copy of your retained records, please

contact admin@shropshiremusicservice.org.uk. We will acknowledge the request within a working week at the office.

Data sharing

We do not share information about pupils with any third party without consent unless the law and our policies allow us to do so.

Where it is legally required, or necessary (and it complies with data protection law) we may share personal information about pupils with:

- Our local authority – to meet our legal obligations to share certain information with it, such as safeguarding concerns and child performance licensing
- The Department for Education – to meet our legal obligations to share certain information with it
- The Arts Council – for the legitimate interests of the service
- The pupil's family and representatives – to ensure the vital interests of the individual
- Educators – to fulfil a contract with the individual
- Examining bodies – to fulfil a contract with the individual
- Ofsted, HMI to comply with a legal obligation
- Suppliers and service providers – to enable them to provide the service we have contracted them for
- Our auditors – to meet legal requirements for accurate inspection of accounts
- Security organisations – in the public interest
- Health and social welfare organisations – to ensure the vital interests of the individual
- Professional advisers and consultants – for the legitimate interests of the service
- Charities and voluntary organisations – for the legitimate interests of the service
- Police forces, courts, tribunals to comply with a legal obligation
- Surveys and research – for the legitimate interests of the service

Transferring data internationally

Where we transfer personal data to a country or territory outside the European Economic Area, we will do so in accordance with data protection law. This is most likely on Music Service Tours. Only data needed to run the tour safely and effectively will be transferred.

Parents and pupils' rights regarding personal data

Individuals have a right to make a '**subject access request**' to gain access to personal information that the service holds about them.

Parents/carers can make a request with respect to their child's data where the child is not considered mature enough to understand their rights over their own data (usually under the age of 12), or where the child has provided consent.

Parents also have the right to make a subject access request with respect to any personal data the music service holds about them.

If you make a subject access request, and if we do hold information about you or your child, we will:

- Give you a description of it
- Tell you why we are holding and processing it, and how long we will keep it for
- Explain where we got it from, if not from you or your child
- Tell you who it has been, or will be, shared with
- Let you know whether any automated decision-making is being applied to the data, and any consequences of this
- Give you a copy of the information in an intelligible form

Individuals also have the right for their personal information to be transmitted electronically to another organisation in certain circumstances.

If you would like to make a request please contact our data protection officer.

Parents/carers also have a legal right to access to their child's music educational record. To request access, please contact admin@shropshiremusicservice.org.uk

Other rights

Under data protection law, individuals have certain rights regarding how their personal data is used and kept safe, including the right to:

- Object to the use of personal data if it would cause, or is causing, damage or distress
- Prevent it being used to send direct marketing
- Object to decisions being taken by automated means (by a computer or machine, rather than by a person)
- In certain circumstances, have inaccurate personal data corrected, deleted or destroyed, or restrict processing
- Claim compensation for damages caused by a breach of the data protection regulations

To exercise any of these rights, please contact our data protection officer.

Data Retention

We may retain data about pupils to make sure that you can be notified of follow up projects, Pops Orchestra and alumni events. If you would like us to remove this data, contact admin@shropshiremusicservice.org.uk

Complaints

We take any complaints about our collection and use of personal information very seriously.

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with us in the first instance.

To make a complaint, please contact our data protection officer.

Alternatively, you can make a complaint to the Information Commissioner's Office:

- Report a concern online at <https://ico.org.uk/concerns/>
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Contact us

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact our **data protection officer**:

Alison Stevens

admin@shropshiremusicservice.org.uk

01743 874145