LONDON SUZUKI GROUP (LSG) Privacy Policy

1. About Us

The London Suzuki Group (LSG) is a company limited by guarantee and a registered charity governed by its memorandum and articles of association.

Charity number: 292638
Company number: 01938686

The objects of the charity are the advancement of education, in particular increasing the public knowledge and appreciation of the art and science of music through the provision of musical education for children in accordance with the method and precepts of Shinichi Suzuki and his followers, and the instruction of children in accordance with the aforesaid method and precepts.

This Privacy Policy applies to information the LSG collects and processes about individuals who interact with our organisation. It explains what personal information we collect and how we use it. If you have any comments or questions, feel free to contact us at admin@londonsuzukigroup.co.uk.

Please read this privacy policy carefully. It explains what personal information we may collect about you when you become a member of the LSG, register for one of our events, and subscribe to our mailing lists, and any other ways you may engage with us. This policy tells what we do with your personal data, and who we may share it with. This policy also tells you about your rights in respect of the personal information we hold about you, and how to contact us to exercise your rights, or to find out more about how we handle personal data.

2. About our Privacy Policy

In order for us to fulfil our functions as a charity, we process personal data relating to existing, former and prospective members, members of the public, our partners and other individuals we do business with (also referred to in this notice as 'you'), including:

- LSG current, prospective and former members of all categories
- Committee Members and Trustees
- Teachers affiliated with the LSG
- Subscribers to newsletters and other publications
- Registrants for training courses, concerts or other events
- Representatives and contacts from other organisations and service providers
- Other recipients of services provided by the LSG
- Complainants and enquirers

The LSG is committed to preserving the appropriate confidentiality, integrity and security of the personal data we process by complying with the Data Protection Act 2018 (which incorporates the provisions of the 2016 General Data Protection Regulation (GDPR)) and all applicable Privacy and Electronic Communications Regulations.

3. What personal data do we collect?

Personal data is any information relating to an identifiable living individual. We may collect the following information about individuals:

- Personal details including your full name, contact details, including postal and email addresses children under 18 are included on family Associate memberships. We collect their names and dates of birth
- Musical instruments played by children who are members of the LSG
- Which teachers teach which children
- Work/employment details
- Application forms and references
- Account and payment details
- Membership details
- DBS certificate numbers
- Details of complaints
- Financial details
- Photographs, and videos and sound recordings of performances at LSG events which may include images or recordings of specific individuals
- Any other information you choose to give us

We may also process in certain circumstances (in particular in relation to obtaining or reviewing Disclosure and Barring Service (DBS) checks sensitive classes of information that may include:

- Social circumstances
- Physical or mental health details
- Racial or ethnic origin
- Criminal records
- Other information relevant to the LSG Safeguarding & Child Protection Policy

4. How do we collect it?

We collect data directly from you when you complete registration forms, direct debit forms, application forms and information you submit via our website and will create some data internally (e.g. when we assign you a membership number and category). When you visit our websites, we automatically collect some technical information from your computer or mobile device such as IP address, browser type and version, time zone setting, browser plug-in types and versions and operating systems and platforms, and information about your visit to the website and your use of it. We also use cookies to collect information. A cookie is a small file of letters and numbers that is downloaded onto your computer when you visit a website. Cookies are used by many websites and can do a number of things, e.g. remembering your preferences, recording what you have put in your shopping basket, and counting the number of people looking at a website.

Where cookies are used to collect personal data, we will use these to deliver functionality that you would expect, such as remembering the contents of your order before you have completed the payment process. We

also use some cookies that do not collect personal information but that do help us collect anonymous information about how people use our website. We use Google Analytics for this purpose.

Google Analytics generates statistical and other information about website usage by means of cookies, which are stored on users' computers. The information collected by Google Analytics about usage of our website is not personally identifiable. The data is collected anonymously, stored by Google and used by us to create reports about website usage.
Google's privacy policy is available at www.google.com/privacypolicy.html

We take photographs, videos and sound recordings of performances at LSG events and/or may be given such material by others attending such events.

5. How we use your data
We will only use your data in a manner that is appropriate considering the basis on which that data was collected. For example we may use the personal data you provide to:

- Administer your membership including collecting subscriptions and other payments. As part of these arrangements, we also collect membership subscriptions on behalf of the British Suzuki Music Association, and we notify the BSMA of the subscriptions collected and pass on membership details to them
- Process financial transactions that you initiate
- Send you information by email, post or text message about relevant events, concerts, graduation processes, fundraising events, initiatives, etc.
- Assist with processing DBS certificates
- Contact you by phone regarding matters relating to your membership

We use photographs, videos and sound recordings of performances at LSG events to publicise the work of the LSG and to allow our members and other interested parties to find out about and enjoy performances. To do this we may include such material on our website or by postings on social media and/or media such as YouTube or Vimeo. Where an individual (or the parent of a minor) wishes his or her solo performance to be excluded from such publication and informs us in advance of this, we will respect those wishes.

6. When we share your data
We will only pass your data to third parties in the following circumstances:

- You have provided your explicit consent for us to pass data to a named third party.
- We are using a third party purely for the purposes of processing data or payments on our behalf and we have in place a data processing agreement with that third party that fulfils our legal obligations in relation to the use of third party data processors;
- Where passing the data relevant to the collection of subscriptions on behalf of the BSMA is necessary to allow you to benefit from membership of the BSMA; or
- We are required by law to share your data.

In addition, we will only pass data to third parties outside of the EU where appropriate safeguards are in place as defined by Article 46 of the General Data Protection Regulation. We will not pass your information on to other marketing providers and we will not sell your information to any third party.

7. How will we share your data?

The LSG uses a number of third-party service providers in order to carry out some of the activities described above, for example to send you mailings, to obtain DBS certificates, to collect direct debit payments and to manage registrations, surveys, campaigns and events.

The LSG requires such service providers to process your personal data only for the purpose of the relevant service. Where applicable, we have contracts in place with our suppliers, which require them to comply with the General Data Protection Regulation and The Privacy and Electronic Communications Regulations (or PECR), and to have robust systems and processes to protect the security of your information.

Unless and to the extent requested by a teacher member:

- The LSG will publish on its website and other publications contact details for teacher members to advertise to prospective students and their parents and will pass such information to prospective students and their parents.
- Teacher details will also be shared with the British Suzuki Music Association and European Suzuki Association.
- Associate member details will be shared with your teacher and/or other teachers organising events for which you have registered. We will never publicly share details of Associate members.

8. What is the legal basis for our data processing?

We must have a legal basis to use your personal information when the law allows us to. In accordance with the law, we process the personal data described above because:

- It is necessary in order to perform the contract we have entered into with you;
- It is necessary for the purposes of our legitimate interests (or those of a third party). Where we use your personal data for our legitimate interests, we make sure that we take into account any potential impact that such use may have on you. If we believe your interests or fundamental rights and freedoms override our legitimate interests, we will not use your personal data on this basis and may seek your specific consent, and/or another lawful basis.
- It is necessary for our compliance with a legal obligation.

9. How long will we hold your data?

We may retain records for legitimate reasons after your relationship with the LSG has ended, for example to resolve any potential disputes, cross-check against future membership applications and to comply with other retention obligations e.g. safeguarding issues.

10. Your rights over your data
The law gives you certain rights in relation to your data.

- You have the right to ask for rectification and/or deletion of your information
- You have the right of access to your information
- You have the right to lodge a complaint with the Information Commissioner if you feel your rights have been infringed

A full summary of your legal rights can be found on the Information Commissioner's website here www.ico.org.uk.

You can email us at admin@londonsuzukgroup.co.uk to access any of the rights listed above or to cancel your membership if you hold one. We will comply with your request within a reasonable timeframe, unless we have a lawful reason not to do so.

11. Data security
We will use technical and organisational measures to safeguard your personal data. All information you provide to us is stored securely and any access to your online user account is controlled by a password and user name that is unique to you.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Our website may include links to, or content embedded from third party web service providers. Please note that we have no control over these third-party websites and therefore cannot accept responsibility for the protection and privacy of any information which you provide whilst visiting such third-party websites and such websites are not governed by this privacy policy. It is your responsibility to exercise caution and note the terms of privacy policies relevant to any such third party websites.

12. Breaches
In the event of any breach of our systems impacting on the security of a member's or any other individual's personal data, we will inform the affected member(s) or individuals at the earliest opportunity describing the nature of the breach, the possible consequences and the measures being taken to remedy the situation in accordance with our procedures and applicable law. Where necessary, we will notify the Information Commissioner's Office in accordance with the law.

13. Contact us
Please direct any comments or enquires relating to this policy to:

London Suzuki Group
Email: admin@londonsuzukigroup.co.uk