

1. Introduction

At Pen & Groove Ltd. ("we", "us", "our"), we are committed to protecting your privacy and ensuring compliance with the UK General Data Protection Regulation (UK GDPR). This statement outlines our responsibilities as a data processor when handling your personal data.

2. Data Controller and Data Processor

- **Data Controller:** You (the client) are the data controller, as you determine the purposes and means of processing personal data when you engage our services.
- **Data Processor:** We act as a data processor when we handle your personal data on your behalf, such as when you provide information necessary for lessons, registration, and communication.

3. Purpose of Data Processing

We process personal data to provide our piano teaching services, which may include:

- Client registration and account management
- Scheduling and managing lessons
- Communication regarding lessons and payments
- Invoicing and payment processing

4. Types of Personal Data Collected

We may collect and process the following types of personal data:

- Name
- Contact information (email address, phone number)
- Address
- Student information (age, skill level, musical preferences) [if applicable]
- Pet information (type, breed, medical needs, etc.) [if applicable]

5. Legal Basis for Processing

We process your personal data based on the following legal grounds:

- **Contractual necessity:** To fulfil our contractual obligations to you as a client.
- **Consent:** Where applicable, we may seek your consent to process your data for specific purposes.

6. Data Security and Confidentiality

We implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk of processing personal data. This includes:

- Secure storage of data
- Limited access to personal data
- Staff training on data protection and confidentiality

7. Data Retention

We will retain your personal data only for as long as necessary to fulfil the purposes for which it was collected, comply with legal obligations, and resolve disputes.

8. Your Rights

As a data controller, you have the following rights under the UK GDPR:

- The right to access your personal data
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object to processing

If you wish to exercise any of these rights, please contact us using the information below.

9. Contact Us

If you have any questions or concerns about this GDPR Statement or our data processing practices, please contact us at:

Pen & Groove Ltd
admin@penandgroove.online