

1. Introduction

Pen & Groove Ltd. ("we", "us", "our") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and protect your personal data when you visit our website <https://penandgroove.online> or our subsidiaries, or use our services.

2. Information We Collect

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

- Client Information: Name, contact details (including phone number and email address), address, and emergency contacts.
- Student Information [if applicable]: Details about the student(s), including names, age, and any specific learning needs or preferences.
- Pet Information [if applicable]: Details about your pets, including names, breeds, medical history, and specific care requirements.
- Payment Information: Details necessary for processing payments, such as credit/debit card information, processed securely via third-party payment processors.

3. Purpose of Data Collection

We collect and process your personal data for the following purposes:

- To provide and manage piano lessons.
- To communicate with you regarding lesson schedules, payments, and any specific needs for your student(s).
- To ensure the safety and well-being of all students, including identifying and reporting any potential safeguarding issues to relevant authorities.
- To provide and manage pet sitting services.
- To communicate with you regarding your bookings and any specific needs for your pets.
- To ensure the safety and well-being of your pets, including contacting a veterinarian in case of emergency.

4. Legal Basis for Processing Your Data

We rely on the following legal bases to process your personal data:

- Contractual Necessity: Processing is necessary for the performance of a contract with you (e.g., to provide piano lessons, pet-sitting services, or other services).
- Legitimate Interests: We have a legitimate interest in ensuring the safety and well-being of our students and/or pets where applicable.

5. Sharing Your Data

We will not share your personal data with third parties, except in the following circumstances:

- Safeguarding Concerns: If any potential safeguarding issues are identified, we may share necessary information with relevant authorities to ensure the safety of the student(s).
- Legal Compliance: We may disclose your personal data if required by law or to respond to legal processes.
- Veterinary Care: In the event of an emergency, we may share necessary information with a veterinarian to ensure immediate care for your pet.

6. Data Retention

We will retain your personal data only for as long as necessary to fulfil the purposes for which we collected it, including satisfying any legal, accounting, or reporting requirements.

7. Your Rights

Under UK GDPR, you have the following rights regarding your personal data:

- Right to Access: You have the right to request copies of your personal data.
- Right to Rectification: You have the right to request that we correct any information you believe is inaccurate.
- Right to Erasure: You have the right to request that we erase your personal data, under certain conditions.
- Right to Restrict Processing: You have the right to request that we restrict the processing of your personal data, under certain conditions.
- Right to Data Portability: You have the right to request that we transfer the data we have collected to another organisation, or directly to you, under certain conditions.
- To exercise any of these rights, please contact us at admin@penandgroove.online

8. Data Security

We take the security of your personal data seriously and implement appropriate technical and organisational measures to protect it from unauthorised access, loss, or destruction.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and we may notify you by other means, where appropriate.

10. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at: admin@penandgroove.online