



**Tafelmusik**

## **Music Lessons Terms & Conditions and Privacy Policy**

### **Summary of Changes**

#### **Effective 01/09/2024**

We have updated our Privacy Policy, meaning that the contact details of students (over 18) will be shared with their teacher to facilitate direct communication regarding the cancellation and rearrangement of lessons. For students under 18, this will be their parent/guardian's contact details.

It is the pupils/parents responsibility to contact the teacher directly to inform them if they cannot attend a scheduled lesson.

We have also updated our Terms & Conditions regarding payment by direct debit. Our direct debit provider GoCardless has introduced new charges for failed payments. The customer will be responsible for these charges (£5).

It is the responsibility of the customer to ensure there are sufficient funds available on the given payment date.

### **Music Lessons Terms & Conditions**

#### **Effective 01/09/2024**

#### **Please read and retain a copy for your records**

Thank you for choosing Tafelmusik.

This document sets out the terms and conditions ("Terms") that will govern the relationship between us (Tafelmusik) and you (the parent / carer / paying customer).

By registering for lessons with us or taking part in any other events or activities organised by us, you are entering into a binding contract with the Tafelmusik entity indicated at the bottom of this document.

Your agreement with us includes these Terms and our Privacy Notice (referred to together as the "Agreements"). If you don't agree with (or cannot comply with) the Agreements, then we are unable to register you as a customer or student of Tafelmusik.

#### **Commitment to lessons**

- Registration and commitment to lessons is for the minimum of one full academic term or the remainder of any given academic term at the point of registration, followed by each subsequent term thereafter.
- An academic term is defined as the following: Autumn Term - from the start of the academic year to the Christmas break; Spring Term - from the Christmas break to the Spring break; Summer Term - from the Spring break to the end of the academic year.
- The start and finish dates for each term are dictated by the venue at which the lessons take place,

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and shall be made available to view on our website at [www.tafelmusik.co.uk](http://www.tafelmusik.co.uk).

### Fee payment

- Fees for lessons are due upon registration and **before** lessons commence
- Customers may opt to pay **termly in advance** or by **direct debit**
- Requests to change payment methods can only be done on a termly basis. Notice must be given to the office **not less than two weeks before the end of the preceding term**

### Termly payment

- Invoices will be emailed to customers at least three weeks before the due date, unless you have chosen to receive your invoice by an alternative method
- Fees for the new term are due **on or before the last day of the preceding term**, which shall be indicated on each relevant invoice
- Late payment of fees shall be subject to a £5 administration fee

Where fees are not paid on time, we cannot guarantee to hold a student's regular timetabled day, time or teacher

### Payment by direct debit

- Where the option to pay by **direct debit** has been made available, the payment of fees shall be set by the conditions of the direct debit agreement
- Cancellation of direct debit may **only** occur when:
  - Notice of termination of lessons has been given in accordance with our Terms (see 'Termination of lessons'), and
  - **After** a student has completed their final lesson as mutually agreed with **us**
- Where a direct debit is canceled early and **not** by mutual consent with **us**, the customer is still liable to pay any outstanding fees as per our termination policy. Tafelmusik reserves the right to reclaim from the customer any costs incurred with the recovery of any unpaid fees
- Where GoCardless failed payment fees apply, the customer will be liable to pay £5.

### Termination of lessons

- Termination of lessons may **only** occur **at the end of any given term**
- Notice to terminate lessons must be given **in writing, not later than the last lesson** of that term
  - "In writing" means by letter, delivered to our office address as detailed at the end of this document, or by email to [hello@tafelmusik.co.uk](mailto:hello@tafelmusik.co.uk).
  - Notice to terminate will be deemed as accepted once we have notified you of receipt of your written request
- Failure to give such notice will render the customer liable for the fees for a further term.
- New students may terminate their agreement with us, **in writing**, within 14 days of the first lesson.
- A "new student" is anyone who registers for lessons which they have not enrolled for previously (this includes any existing students who are signing up for an additional instrument)
  - Any lessons attended during this 14 day period must be paid for upon notification of termination

### Individual lesson cancellations

#### Cancellation by the teacher

- Lessons cancelled by the teacher **will** be made up **within 6 months** of the cancelled lesson
- On the rare occasion where this should not be possible, we reserve the right to provide a lesson with an alternative teacher where appropriate. If this is not appropriate, we shall either provide a refund or a credit to the customer's account for the amount of each individual lesson not taught

#### Cancellation by the student

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- Lessons missed through the student's non-attendance will be charged for unless the circumstances, in our opinion, warrant a special concession
- We will do our best to make up lessons missed by the student **within 6 months** of the cancelled lesson providing all fees have been paid promptly, though this cannot be guaranteed.
- Where notice of absence has been given in advance, we will attempt to rearrange the lesson should the teacher be able to accommodate, though this cannot be guaranteed.

Lessons taking place in primary and secondary schools

- Where lessons are held at a venue other than 43 Shrewsbury Road, Prenton, the **customer or student** must **directly inform Tafelmusik** in advance of any activities which may impact upon lessons. This will allow us to make alternative arrangements for lessons, if possible

### **Examinations/Concerts/Competitions/Public Performances**

- The student will not be entered for any examination, competition or performance in public without the permission of the teacher and student and/or parent/carer (where student is aged under 18).

### **General Terms**

- Terms and conditions will be reviewed annually. We reserve the right to make changes to these terms at any time, but we will notify you if this happens.
- These terms and conditions are available to view on our website at [www.tafelmusik.co.uk/policies/terms](http://www.tafelmusik.co.uk/policies/terms) but should you need a paper copy, our office would be happy to provide this.

This agreement is governed by the laws of England and Wales.

## **Privacy Policy**

**Effective 01/09/2024**

**Please read and retain a copy for your records**

DATA PRIVACY NOTICE

**Tafelmusik**

**Who are we?**

At Tafelmusik, we are committed to maintaining the trust and confidence of our customers and students. We want you to know that we are not in the business of selling, renting or trading your personal data with other companies and businesses for marketing purposes. But just in case you're not sure, we've provided lots of information in this policy on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

**Your personal data – what is it?**

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation (the "GDPR").

**Which data do we collect, and how do we use it?**

[Enquiring about lessons](#)

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When a student or their parent/carer enquires about lessons, we collect the following personal data;

- Student name, address, date of birth and school & school year where applicable
- Parent/carer's name, address, contact telephone number and email address

This means that we can;

- Liaise with a student/parent/carer about a lesson trial or their first lesson
- Find the appropriate teacher for the age and ability of the student

### Student enrolment

When a student enrolls, we collect the following personal data;

- Name
- Address
- Date of birth

This means that we can;

- Create a student record.
- Book lessons on our timetable.
- Provide the student's teacher(s) with information which helps to identify their student and plan their lessons.

We also collect the following information about the parent/carer of students under 18, and/or person responsible for payment (the 'customer'):

- Name
- Address
- Contact telephone number
- Email address

This means that we can:

- Create a customer record
- Contact you regarding any changes to lessons
- Pass on messages from our teachers
- Keep you informed of any news and events directly related to the school
- Issue your invoices for lessons

### Lesson Communications

Once a student has enrolled, we will give the following data to their teacher;

- Name
- Age
- Contact email address
- Contact phone number

This means teachers can:

- Communicate directly with their pupils (or parent/guardian for students under 18)
- Inform pupils of canceled/rearranged lessons
- Inform pupils of necessary lesson resources
- Offer students direct support for other queries

We store all the above data using Google G Suite. For more information on how Google keeps your information safe and how Google uses your data, please visit <https://policies.google.com/privacy> .

We invoice you on our invoicing system, Xero. For more information on how Xero uses your data, please visit <https://www.xero.com/uk/about/legal/privacy/> .

### Payment for lessons

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When a customer agrees to make a payment to us we collect the following data, when applicable:

- For card payments: the customer's card number, expiry date and CVV code.
- For direct debit payments: our direct debit service provider collects and stores your bank account information. *Tafelmusik does not directly store any information relating to your bank account.*

This data allows us to process payments for lessons, exams and retail items.

Our direct debit payments are processed by GoCardless. For more information on how GoCardless use your information, please visit <https://gocardless.com/legal/privacy/>

Our card payments are processed by Worldpay and Stripe. For more information on how Worldpay use your information, please visit [www.worldpay.com/uk/privacy-policy](http://www.worldpay.com/uk/privacy-policy). For more information on how Stripe use your information, please visit <https://stripe.com/en-gb/privacy>.

### Communication

To make sure you are kept informed about any changes to lessons, issues with payments or news/events connected to the school, we use your personal data to enable us to contact you. We may also need to tell you about something new or different, or ask you to check if your data is correct. We may contact you by email, telephone, text or post. Your teacher may contact you directly via email or telephone.

We collect this data when the student enrolls with us, and we don't rent or trade mailing lists with other organisations or businesses.

We use MailChimp to deliver our newsletter and other 'mass' email communications. For more information on how MailChimp uses your data, please visit <https://mailchimp.com/legal/privacy>.

We use MessageBird to contact you by text. For more information on how MessageBird use your data, please visit <https://support.messagebird.com/hc/en-us/articles/207882929-Privacy-Policy>

Tafelmusik complies with its obligations under the "GDPR" by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

### **What is the legal basis for processing your personal data?**

Explicit consent of the data subject has been obtained so that we can register you as students of the school, process your payments and keep you informed about examinations, concerts and other news or events relating to the school.

### **Sharing your personal data**

Your personal data will be treated as strictly confidential and will only be shared with relevant teachers to enable them to teach their lessons. Our office staff will be able to access your records for the purposes of lesson and payment administration. Our teachers and office staff all abide by the GDPR regulations in handling your data.

If we need to share your data with another organisation or business, we will obtain your consent first.

### **How long do we keep your personal data?**

We will not keep your data for any longer than is necessary for the reason(s) which it has been collected. We are committed to destroying your data in a secure manner when it is no longer needed.

### **Your rights and your personal data**

#### **Tafelmusik**

You are entitled to view, amend or delete the personal information that we hold.

You can contact our Data Protection Officer, Peter Rainsford, with any requests, at [hello@tafelmusik.co.uk](mailto:hello@tafelmusik.co.uk) or 0151 652 3440.

### **Further processing**

If we wish to use your personal data for a new purpose which is not covered by this Privacy Notice, we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

### **Changes to this Privacy Notice**

This notice was last reviewed on 1 July 2024.

We will next review this notice on 1 July 2025, unless we need to make explicit changes in the meantime as a result of company policy or changes in legislation.

*Copies of both our Terms & Conditions and Privacy Policy are available on request or on our website at [www.tafelmusik.co.uk/policies](http://www.tafelmusik.co.uk/policies).*