

Cornwall Music Education Hub- Privacy Notice- May 2018

Cornwall Music Education Hub, part of Children, Schools and Families Directorate, Cornwall Council, New County Hall, Truro, TR1 3AY, are committed to protecting and respecting your privacy.

Cornwall Music Education Hub Cornwall may change this policy from time to time by updating this page. You should check this page regularly to ensure that you are aware of any changes.

Why do you need my information?

You have asked us to provide you with a Cornwall Music Education Hub service so we need your name, address, telephone number and payment details in order to set up your collections and keep a record of any assets hired or loaned. Without them we will not be able to provide you with the service. We also require the child's name, school, date of birth and emergency contact details. This is to ensure we have the required information for any medical treatment required, liaise with your child's instrumental teacher regarding participation and to seek permission for absence from the Headteacher if activities take place during school time.

Who will control my data?

The Data Controller for all the information you provide on any of these forms is Cornwall Council, County Hall, Treyew Road, Truro TR1 3AY. Data Protection Registration Number: Z1745294

There's something I don't understand

If you need help in understanding or completing this form, please contact the Cornwall Music Education Hub admin team on telephone number 01872 327351 or by emailing cmeh@cornwall.gov.uk

How we will use the information about you

The information will be used to provide you with the Cornwall Music Education Hub service requested as appropriate. Cornwall Music Education Hub will always comply with the General Data Protection Regulation and the Data Protection Act.

Who else will we share your information with?

We will only use this information in conjunction with your application for Cornwall Music Education Hub services. This may include checks with Education and Early Years, Children in Care and Admissions to confirm details for any claims relating to subsidies applied for and also to check any changes of address to ensure we are aware of our assets location. We may share your information with the Credit Management department in the event of unpaid fees for services.

Whenever your consent to share your information is required, we will always ask you and clearly explain why we are asking.

We may also share your information with third parties as indicated below with regards to Cornwall Music Education Hub as to ensure the adequate safeguarding and welfare of members.

Emergency Details - This information is required to enable us to care for your child in the event of a medical emergency or accident and will only be used in this instance. This information may be shared with third parties in order to provide appropriate medical treatment.

Instrumental Teacher

School – We will need to seek permission for absence from the Headteacher if activities take place during school time.

Choir and Orchestra Leads – We will share application details with relevant leads as to ensure the adequate safeguarding and welfare of members at rehearsals, events and trips.

Your data will be held within Cornwall Council's secure network and premises and will not be processed outside of the EEA. Access to your information will only be made to authorised members of staff who are required to process it for the purposes outlined in this privacy notice.

Our sub-contractors detailed in this privacy notice will also maintain the same levels of security that we do which are set out in the contract we have with them.

Full details can be found at

<https://procontract.due-north.com/ContractsRegister/Index>

Our other providers we share may your information with not listed on the contracts register are as follows:

- Arts Council our Funding Provider
- Project Leads
- County Orchestra Leads
- Choir Leads
- Schools and Colleges

Photography and video

We will always ask your permission or obtain your record of consent before taking and using any photographs or videos which may be used to help promote Cornwall Music Education Hub.

Will we share information without consent or knowledge?

In the following circumstances, the law allows information to be shared without your consent or knowledge:

7.1 To aid in the prevention and/or the detection of crime.

7.2 If your behaviour constitutes a serious risk of harm to others, including any changes to whom you may have access.

How long will you keep this information for?

We will only retain your personal information provided for the duration of service provision and in line with CSF data retention policy after which time it will be destroyed in a secure manner. Whenever your information is required, we will always clearly set out how long we need to retain the data. Financial records will be retained for 7 years.

What are my data rights?

Your personal information belongs to **you** and you have the right to:

- be informed of how we will process it
- request a copy of what we hold about you and in commonly used electronic format if you wish (if you provided this to us electronically for automated processing, we will return it in the same way)
- have it amended if it's incorrect or incomplete
- have it deleted (where we do not have a legal requirement to retain it)
- withdraw your consent if you no longer wish us to process
- restrict how we process it
- object to us using it for marketing or research purposes
- object to us using it in relation to a legal task or in the exercise of an official authority

How do I exercise these rights?

If you would like to access any of the information we hold about you or have concerns regarding the way we have processed your information, please contact:

Data Protection Officer

Assurance

Cornwall Council

County Hall

Truro

TR1 3AY

Tel: 01872 326424

Email: dpo@cornwall.gov.uk

Complaints, Compliments and Comments

Our complaints team can be contacted via the following address:

Natalie Bryant

Quality Assurance Business Manager

Children, Schools and Families

Cornwall Council

County Hall

Truro

TR1 3AY

e-mail: csfeedback@cornwall.gov.uk

We would prefer any complaints to be made to us initially so that we have the opportunity to see if we can put things right. However, if you are unhappy with the way we have processed your information or how we have responded to your request to exercise any of your rights in relation to your data, you can raise your concerns direct with the Information Commissioner's Office Tel No. 0303 123 1113

<https://ico.org.uk/concerns/>