

Privacy notice for Norfolk Music Service

What this document is for

This privacy notice provides details on how we, Norfolk County Council, use your personal information for the purposes of providing music services, including administering bookings via Music Hub.

By 'use' we mean the various ways your personal information may be processed including storing and sharing the information.

Further details

We also provide the following details in our [general privacy notice on our website](#):

- Who we are
- How long we use your information for
- Your rights under the UK General Data Protection Regulation (the GDPR) and
- How to exercise them.

You can also ask us for a copy of this information.

What we use your information for

We may use the information about you to:

- Administer bookings for music services.
- Provide the services
- Provide an invoice

We also use this information to assess the quality of our services and evaluate and improve our policies and procedures.

We may also use information in other ways compatible with the above.

What personal data we collect and use about you

We will collect and use:

- Name (Organisation representative, or parent/guardian and child for Ensemble)
- Contact Details ((Organisation representative, or parent/guardian for Ensemble)
- Year Group (anonymised)
- Free School Meal Eligibility (anonymised)
- Payment Details (Organisation representative, or parent/guardian for ensemble)

We may also collect and use information about:

- Disabilities and/or Special Educational Needs (where reasonable adjustments are to be made instructors may be notified of these by the School).

This information is classed as "special category data" under the GDPR. We may only collect these data when it is relevant and for the purposes described above.

We do not collect information concerning criminal convictions and offences.

The GDPR includes safeguards to protect the use of your special category data and criminal conviction data. Further details can be found on our website in the document named '[Special](#)

[category data and criminal offences data policy](#)' which sets out our procedures for compliance with the principles of the GDPR and the retention and erasure of this information.

Who provides this information

We receive most of this information from you, but we may also obtain some of this data from:

- Schools / Academies
- Colleges

Who we share your information with

Any information which is shared will only be shared on a need-to-know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

Your personal information will also be given to third parties contracted by the County Council to provide a service to the County Council. These service providers are known as data processors and have a legal obligation under GDPR and to the County Council to look after your personal information and only use it for providing that service. In particular Charanga, who provide this online service will receive your information. To find out more about how Charanga use your information when on this website, please see [their privacy notice here](#).

How the law protects you and the legal basis for processing your information

You have several rights under the law in relation to your data. To understand what these are and how you can exercise them, please see the details in our [general privacy notice on our website](#).

We have legal grounds under the GDPR to process this information because it is necessary:

- To provide the service you have requested / purchased (Contract).
- For the performance of a task carried out in the public interest and the task or function has a clear basis in law

These statutory powers and duties are:

- Localism Act 2011

We have legal grounds to process (including share) special category data because it is necessary:

- For reasons in the substantial public interest and in the exercise of a statutory function (The statutory functions are the same as the statutory powers and duties referred to above)
 - Equality Act 2010 (making reasonable adjustments for those with disabilities).

How long will we keep your personal information for

We will retain the information for 18 months in order to complete our own reporting requirements. If after this time the information is no longer needed for the above purposes, it will be securely deleted or destroyed.

If we need to use your information for research or reports, your information will be anonymised and any information taken from notes (handwritten or typed) during any consultation sessions will be securely destroyed. The information will continue to be used in a summarised and anonymised form in any research reports or papers that are published. The anonymised information in the papers may be of historic interest and may be held in public archives indefinitely.

How we keep your information

The information is stored electronically, on the County Council's network including records management systems and in paper files.

We do not process your information outside of the UK and European Economic Area

Automated decision making

We do not make automated decisions about you.

Changes to this notice

We may amend this privacy notice at any time so please review it frequently. The date below will be amended each time this notice is updated.

This notice was updated on 13th April 2022.