



## OUR CONTACT DETAILS

NAME: Pianospectrumuk / Lauren Leigh  
WEBSITE: [www.pianospectrumuk.com](http://www.pianospectrumuk.com)  
CONTACT NO: 07790985223  
EMAIL: [pianospectrumuk@gmail.com](mailto:pianospectrumuk@gmail.com)

We currently collect and process the following information:

- By phone
  - Face to face
  - From our Shop
  - Contact page on our website.
  - Card payment details which are encrypted
  - Details are kept on our customer data base for recurring, 6 monthly appointment reminders.
  - Details & Service History of your piano
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## HOW DO WE GET THE PERSONAL INFORMATION AND WHY WE HAVE IT

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To book appointments
  - To follow up with on-going work
  - To answer estimates and enquiries
  - For regular piano lessons
  - For purchase and postage of items from our shop
  - Emergency call should the piano tuner have difficulty finding your address
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Under the UK General Data Protection Regulation (UK GDPR) the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting Lauren Leigh (m) 07790985223
  - (b) We need it to perform a public task
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## HOW WE STORE YOUR PERSONAL INFORMATION

- Your information is securely stored on my data base which is SOPHOS protected.
- We keep Name/Address/Phone Number/Email Address/ Information about your piano and Service History

- Lauren Leigh has your phone numbers/emails/ address details on her phone. This is also SOPHOS protected.

EITHER SOURCE OF COLLECTED DATA CAN BE DELETED AND SHREDDED AT ANYTIME.

- Pianospectrumuk will keep your personal information as long as you, the customer wish us to continue servicing your piano.
- Pianospectrumuk will keep your personal information as long as you, the student wish to continue being taught by Lauren Leigh.

## YOUR DATA PROTECTION RIGHTS

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [[pianospectrumuk@gmail.com](mailto:pianospectrumuk@gmail.com) or 07790985223] if you wish to make a request.

## HOW TO COMPLAIN

If you have any concerns about our use of your personal information, you can make a complaint to us at [[pianospectrumuk@gmail.com](mailto:pianospectrumuk@gmail.com) or 07790985223]