

Young Voices Music Room

Parent Account Terms & Conditions

Information about us

At Young Voices, we run the largest children's choir concerts in the world. Our Parent Accounts enable you to register a child to take part in our concert series, to allow your child to access the Music Room associated with your child's concert and to buy choir/concert t-shirts, tickets for our concerts and memorabilia such as digital footage from our concerts.

These terms set out the terms and conditions ("Terms") that apply to your use of a Parent Account ("Parent Account") via the Young Voices website found at youngvoices.co.uk (or any alternative website URL we use, if this changes) (our "Website") and the Music Room found at musicroom.youngvoices.co.uk ("Music Room").

Our Website and the Music Room are owned by Young Voices (UK) Limited, with registered office at Grove Mews, 1 Coronation Road, Birchgrove, Cardiff, CF14 4QY. In these terms the words "Young Voices", "we", "us" and "our" may also be used and refer to Young Voices (UK) Limited.

If you have any comments, queries or complaints then you can contact us by writing to us at the address above, or by emailing us at contact@youngvoices.co.uk.

Setting up a Parent Account and access to the Music Room

To set up your Parent Account you will need to provide an email address and then verify your email address using the email link we send you. We will send you a code to enter each time you want to log in. You agree that you will be personally responsible for your login details and will not share this information with others.

You will also need to register your child and give permission for them to attend our concert. When you set up your Parent account it will take you through the steps to do this, and once you have done so you will be able to make purchases and access the Music Room.

Young Voices Music Room

The Young Voices Music Room is a private space for schools, parents and choir participants to access our resources. The Music Room gives children a fun and safe learning environment for all the songs and dance moves they need for their concert series, accessible at home, and offers teachers and parents the reassurance of a secure and appropriate platform for their child.

Once you have registered your child in your Parent Account you will receive a link via email to enable you to access the Music Room.

You will be personally responsible for your Music Room login details and your child's access to the Music Room. You agree that (a) you will not share this information with anyone else; (b) you will not use any of the information or content available in the Music Room for any purpose other than to assist your School/child in preparing for their Young Voices concert; and (c) you will not share any of the information or content available in the Music Room with anyone else.

You also agree to explain to your child that they must not use any of the information or content available in the Music Room for any purpose other than to prepare for their Young Voices

concert and must not share any of the information or content available in the Music Room with anyone else.

Your child's school will be able to monitor your child's progression through the materials in the Music Room. This is so that they can ensure your child has engaged with the materials and done any required homework, so that they can be fully prepared for their concert.

Purchasing t-shirts, tickets and concert videos

Your Parent Account enables you to purchase choir and concert t-shirts and concert tickets from us. You can also purchase a digital copy of the recording of the concert you have registered your child for.

If you purchase t-shirts, you can choose whether you want these to be sent to your child's school or you can select a premium delivery directly to you. If you choose delivery to you, this will be subject to additional charges which will be set out, along with delivery timeframes, when you purchase your t-shirts. If you choose delivery to your child's school, you acknowledge that this delivery will take place as part of a bulk delivery at a later date agreed with the school during the Autumn term, and you agree that delivery to the school will satisfy our obligation to deliver the products you have purchased even if that delivery does not take place until towards the end of the year.

We only accept orders when we've checked them and received payment. Payment is due for all purchases made via your Parent Account at the time the order is placed. We will send you an order confirmation by email once we have received your order, and if you have chosen to have your purchase delivered to you directly we will send a dispatch confirmation once we've confirmed the order, received payment and are ready to dispatch your products. These orders are fulfilled by our third party merchandise partners.

For purchases of a digital recording of one of our concerts, you will need to provide your email address during the payment process and once your payment has been accepted you will receive a unique code to enable you to log in and stream the concert you have ordered. This will only become available after the concert has taken place. Your purchase will enable access to the concert footage on a single device only. After 6 months, if you wish to download the video of the concert you will be able to do so. Digital purchases cannot be cancelled, and we will not refund your purchase, once you have used the code sent to you and logged into our concert video portal.

You agree not to share or post our concert videos. Your purchase of a stream/download is personal to you only and you are not permitted to share or post the video or any part of it online, via social media or anywhere else. If you do so you will be in breach of these Terms and you will cause us to be in breach of our agreements with schools and parents.

For purchases of concert tickets, you acknowledge that we work with the concert venues and ticket fulfilment companies to process and provide these tickets. Tickets will be issued via the ticketing app specified by the particular venue's box office. We offer tickets via Parent Accounts and to schools before they are made more widely available, so the price of tickets will depend on when and from where you purchase them. We will not be required to compensate you if tickets are no longer available via your Parent Account, a particular concert has sold out of tickets and/or tickets are more expensive than you expected when you come to purchase them.

Seating at our concerts is dependent on the structure and layout of the venue, including lighting and rigging configurations, and technical limitations across our concert venues. These may occasionally result in unintended obstructions or restricted views. If you experience any issues with your view on the day of the event, please speak to a member of the venue team who will endeavour to assist where possible. While we aim to seat parents and family with a view of their child's school, we cannot guarantee this for every concert. We will not be required to refund tickets due to restricted views.

Orders may be subject to administration/processing fees. If these apply, we will include the relevant information on the purchase page, before you make payment.

Sometimes we may have to reject your order. This may be, for example, because a product is unexpectedly out of stock or because a product was mispriced by us. If this happens, we will let you know as soon as possible and refund any sums you have paid.

Attending our concerts

By attending one of our concerts you consent to being filmed and photographed. Our concerts are recorded and individuals attending may be recorded, filmed and photographed. You acknowledge and agree that we may edit and use that film/photograph/recording in any manner at any time in connection with the Young Voices concert series and any materials associated with those concerts or with Young Voices more generally, and you acknowledge and agree to such recording, filming and photography.

Seating at our concerts is dependent on the structure and layout of the venue, including lighting and rigging configurations, and technical limitations across our concert venues. These may occasionally result in unintended obstructions or restricted views. If you experience any issues with your view on the day of the event, please speak to a member of the venue team who will endeavour to assist where possible. While we aim to seat parents and family with a view of their child's school, we cannot guarantee this for every concert. We will not be required to refund tickets due to restricted views.

If you have any filming objections then you agree to raise these with your child's school as soon as possible and in any event prior to the concert. When possible we will take reasonable steps to take account of any objections. This might include, for example, ensuring that no close-up images are taken of a particular choir participant or other individual so that they cannot be easily identified, but it may not always be possible to remove any individual altogether from any audio or visual materials and you acknowledge that individuals may still appear, for example in wide angle group images.

If at any time after an event you wish to have any individual's images removed from footage/photos/other materials then please either contact your child's school or get in touch with us and we will take reasonable steps to accommodate your request. You acknowledge that this may not always be possible, for example where we have already distributed event videos or materials which include the relevant images or footage. We will always try to find a reasonable solution for any reasonable requests.

Cancelling your order

Choir/concert t-shirts delivered directly to you (rather than via your child's school) are non-refundable once opened. This is because these purchases are delivered in a sealed package along with a lanyard and torch. Once this has been opened we are unable to re-sell it, so once

you have opened that package you cannot change your mind about your purchase and, unless the t-shirt is faulty or the wrong size as set out below, these choir/concert t-shirt purchases are non-refundable. If you make a mistake with sizing then please contact us within 5 working days of receipt and we will do what we can to exchange your purchase for the correct size. You will be responsible for the cost of returning your original order and for the delivery costs of the replacement t-shirts. Any exchanges will be subject to availability of alternative stock.

Once you have used the code sent to you, digital purchases cannot be cancelled, and we will not refund your purchase. If you change your mind and wish to request a refund for any digital purchase then please do not log in to our video portal with the code you have been sent, and instead please contact us.

We cannot guarantee that any particular child or school will be visible in our concert video. We will not be required to refund you if your child or their school is not included in the footage captured and included in the video of their concert.

Cancellation of concert tickets after purchase is only in accordance with your right to change your mind as set out below, and any exchange of tickets is both subject to availability and subject to the terms of the specific ticketing agent/app that provides the tickets.

Other than as explained in any of the terms above, you have a right to change your mind about your order. You can change your mind at any time within 14 days of placing your order (or, where you have purchased a choir t-shirt that is being delivered to your child's school, within 14 days of delivery of the order to the school), and provided you return the order to us unused and in its original packaging, we will refund your order once we have confirmed receipt. Returns will be at your own cost. We will wherever possible refund you by the same method you used for payment.

You have rights if there is something wrong with a product you have bought from us. If you think there is something wrong with your product, you must contact us as soon as you become aware of there being a fault and we will let you know if you can return the product/how to return it. We honour our legal duty to provide you with products that are as described to you and that meet all the requirements imposed by law.

Products can vary slightly from their pictures. Because different devices have different screen and display settings, the exact colour of any product you receive may not exactly match the colour appearing on your device or screen, or its packaging may be slightly different. We will not have to refund your order because of any such differences.

We can end our contract with you in respect of any order, and claim any compensation due to us, if:

- you don't make any payment to us when it's due and you still don't make payment within 30 days of our reminding you that payment is due;
- you don't, within a reasonable time of us asking for it, provide us with any information or co-operation that we need to provide the product(s) you have ordered, for example, confirming shipment and delivery details; or
- you don't, within a reasonable time, either enable us to deliver the product to you or collect it from us.

We're not responsible for delays which are caused by Unplanned Events. An "Unplanned Event" means any act or event which is beyond our reasonable control, such as (by way of example,

and without limitation) strikes or other industrial action by third parties; civil commotion, riot, invasion, terrorist attack or threat of terrorist attack; war (whether declared or not) or threat or preparation for war; fire, explosion, storm, flood, earthquake, subsidence or other natural disaster; pandemic; epidemic; state funeral; failure of public or private utilities, telecommunications networks or other suppliers.

If supply of your purchase is delayed by an Unplanned Event, such as delays with suppliers or delivery issues, we will contact you as soon as possible to let you know and will do what we can, within reason, to reduce the delay. As long as we do this, we won't compensate you for the delay, but if the delay is likely to be substantial you can contact us to end the contract and receive a refund for any products you have paid for in advance, but not received, less any reasonable costs we have already incurred.

We don't compensate you for all losses caused by us or our products. We're responsible for losses you suffer caused by us breaking this contract unless the loss is:

- Unexpected i.e. it was not obvious that it would happen and nothing you said to us before we accepted your order meant we should have expected it (so, in the law, the loss was unforeseeable).
- Caused by an Unplanned Event, as long as we have taken the steps set out above in relation to Unplanned Events.
- Avoidable i.e. it was something you could have avoided by taking reasonable action. For example, damage to a wearable item which could have been avoided by following the washing/care guidelines.
- Due to normal wear and tear i.e. unavoidable changes in condition that take place over time, through normal, everyday use.
- A business loss i.e. it relates to anything we sell to you for the purposes of your trade, business, craft or profession.

We may charge you additional sums if you don't give us information we've asked for or you provide inaccurate information, for example you provide the incorrect delivery address or we have to reschedule delivery (whether or not the item has been returned to us) because you have not made yourself available to take delivery.

We may suspend supply of, or change, our products. We may change any product to reflect changes in relevant laws and regulatory requirements, or to make minor technical adjustments and improvements. These are usually changes that won't affect your use of the product. If we do so and you have bought the relevant product but not yet received it we will let you know, we may adjust the price and may in some circumstances allow you to cancel your order (in which case we'll refund any sums you've paid in advance for products you won't receive).

Additional terms that apply to your use of a Parent Account and the Music Room

The Intellectual Property Rights and all other rights in and to your Parent Account, the Music Room and the content in them, including the products for sale, the Young Voices logo and all other branding and logos, are owned by (or licensed to) Young Voices or its group companies. "Intellectual Property Rights" means the rights in and to our creations. There are lots of different categories of intellectual property, and where we refer to "Intellectual Property Rights" in these Terms this includes (but is not limited to) copyrights, moral rights, trade and service marks,

domain names and rights in designs, whether or not we have registered these rights, as well as all similar or equivalent rights and forms of protection existing anywhere in the world.

You agree not to misuse our Intellectual Property or services. Unless we agree with you in writing, you will not (a) use, reproduce, copy, change or incorporate any part of your Parent Account, the Music Room or any Intellectual Property Rights or other rights owned by or licensed to us into any other materials whether for personal or commercial use, or (b) do anything which may be seen to take unfair advantage of our goodwill or reputation or could be considered an infringement of any of the rights owned by or licensed to us.

You agree that you will not conduct, facilitate, authorise or permit any text or data mining or web scraping in relation to your Parent Account, the Music Room or any services provided via either of them. This includes using (or enabling, authorising or attempting the use of):

- Any "robot", "bot", "spider", "scraper" or other automated device, program, tool, algorithm, code, process or methodology to access, obtain, copy, monitor or republish any portion of your Parent Account, the Music Room or any data, content or services available on or in either of them.
- Any automated technique which is aimed at analysing text and data in digital form to generate information such as patterns, trends and correlations.

All our rights, including those which are protected by the Digital Copyright Directive ((EU) 2019/790), are reserved by us.

You also agree that you will not misuse your Parent Account or the Music Room by knowingly introducing viruses, trojans, worms, logic bombs or other material that is malicious or technologically harmful. You must not attempt to gain unauthorised access to your Parent Account, the Music Room, the servers on which they are stored or any server, computer or database connected to us or them. You must not attack your Parent Account or the Music Room via a denial-of-service attack or a distributed denial-of-service attack. By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our Website will cease immediately.

Our services may contain third party links. Where we provide links to other sites and resources provided by third parties including without limitation payment providers such as Shop and PayPal, you agree that we are not responsible for the content of those sites or resources and if you choose to use/click on any of these, you do so at your own risk. If you have any questions or concerns about anything contained in any third party sites or resources, please contact the relevant third party.

We are committed to protecting your privacy and ensuring the correct and lawful treatment of personal information. You can click [here](#) to view the Privacy Policy which applies to your use of your Parent Account and the Music Room.

We use cookies to help make our services work efficiently. You can find our Cookies Policy on our main website at www.youngvoices.co.uk, which explains which cookies we use, how and why we use them.

We may need to make changes to our services or to suspend access from time to time, for example for repairs, planned maintenance or upgrades. While we will do our best to keep your Parent Account and the Music Room available, we will not have to compensate you if we do need to make any changes or restrict access for any period of time. If you need to access a particular service which appears to be unavailable then please contact us.

We take all reasonable steps to keep our services secure. Unfortunately we cannot absolutely guarantee that your Parent Account, the Music Room will be secure or free from bugs or viruses. You are responsible for configuring your own technology, computer programme and platform to access our services and you are responsible for use of your own virus protection software.

Nothing in these Terms excludes or limits our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation or any other matter for which it would be illegal for us to exclude or attempt to exclude our liability.

- We may make changes to these Terms. Each time you use our services please check these Terms to make sure you understand the terms that apply at that time.
- These Terms are a contract between you and us. Nobody else can enforce that contract and neither of us will need to ask anybody else to sign-off on ending or changing it. These Terms are personal to you and you can only transfer your contract with us to someone else if we agree to this.
- If a court or other authority decides that any of these Terms are unlawful, the rest will continue to apply.
- Even if we delay in enforcing this contract or any part of it, we can still enforce it later. We might not immediately chase you for not doing something (like paying) or for doing something you're not allowed to, but that doesn't mean we can't do it later.
- We can transfer our contract with you, so that a different organisation is responsible for providing our services, supplying any products you wish to purchase from us or otherwise providing any of the services we offer. We'll ensure that the transfer won't affect your rights under the contract.
- These terms are governed by English law and wherever you live you can bring claims against us in the English courts. If you live in Wales, Scotland or Northern Ireland, you can also bring claims against us in the courts of the country you live in. If we need to bring a claim against you we can do so in the courts of the country you live in or in England if we prefer.

Parent Account Privacy Policy

Thank you for taking the time to read our Parent Account Privacy Policy.

Young Voices stages the largest children's choir concerts in the world. Over 2 million children have taken part in a Young Voices concert and we believe passionately in inspiring the next generation to find their love for music. We want to maintain the trust and confidence of our audiences, schools and supporters as well as visitors to our website by ensuring you fully understand the way that we use your data.

Data protection laws require us to provide you with information about our use of your personal data, and this privacy policy explains how we collect, use and protect personal data, including data you provide to us when you get involved with Young Voices and what your rights are in relation to that data.

Where we use the phrase 'personal data' we are talking about any information about an individual which enables that person to be identified. References to your 'data' in this document include the personal data of any other individuals you provide to us, including any children you register, and including images and footage. We have set out details relating to use of child data throughout this privacy policy.

Important information about us and this policy

Data Controller

Young Voices (UK) Limited is the data controller, which means it is the entity responsible for your personal data. We refer to Young Voices (UK) Limited as "we", "us" or "our" in this privacy policy.

Contact Information

If you have any questions about this privacy policy, whether these relate to requests to exercise your legal rights (which are detailed in section 9 below) or otherwise, you can contact us in one of the following ways:

- By email: data@youngvoices.co.uk
- By post: Young Voices, Grove Mews, 1 Coronation Road, Birchgrove, Cardiff CF14 4QY

Updates to this policy

We review this privacy policy periodically. This version was last updated in August 2026.

Who does this policy apply to?

This privacy policy applies to all users of a Parent Account ("Parent Account") including parents and guardians of children who take part in our concerts, and individuals who attend one of our concerts.

Please refer to the separate Privacy Policy included on our website at youngvoices.co.uk ("Website") for provisions that apply to your use of that site more generally.

What types of personal data do we collect?

We may collect, use, store and transfer various kinds of personal data about you, depending on the ways in which you interact with us in your Parent Account, for example if you register a child, if you access the Music Room or if you purchase t-shirts, tickets or videos. Below are the different types of data we collect:

- **Contact Data:** this includes names, email addresses and in some instances telephone numbers, as well as contact preferences.
- **Transaction Data:** this includes billing address, delivery address and details about products and services you have purchased from us or engaged in.
- **Profile Data:** this includes your email address and names of children you register in your Parent Account, as well as details of purchases and orders you make.
- **Technical Data:** this includes internet protocol (IP) address, cookie data, location data (including the city and country you are based in), browser information, browser and plug-in types and versions, operating system and platform, device ID and other technology on the devices you use to view our communications, as well as the time and date of your visit.
- **Usage Data:** this includes information about how you interact with and use your Parent Account, such as the pages that you have visited, your access to the Music Room, how you interact with us on social media, registration information such as the concert your child is registered to attend and any projects you may have participated in or supported.
- **Marketing and Communications Data:** this includes your preferences in receiving marketing and other communications from us and others authorised by us.
- **Visual Data:** this includes images and footage which are recorded and collected by us or on our behalf at our concerts.

We may also collect, use and share 'aggregated' data such as statistical or demographic data which is not personal data as it does not directly (or indirectly) reveal your or any child's identity. For example, we may aggregate Usage Data from lots of individuals to calculate the percentage of users accessing a specific website feature or opening a specific email, to analyse trends in how users are interacting with us.

How do we collect your personal data?

We collect data from and about you in various ways, including:

- When you provide it directly to us, such as when you create a Parent Account or if you get in touch with us. This includes personal data you provide when you:
 - set up a profile in your Parent Account.
 - access the Music Room.
 - contact us other than via your Parent Account whether in person, by phone, post, email or social media.
 - sign up to receive marketing and other communications from us.
 - contact us to provide information about your child or their involvement in one of our concerts.

- contact us regarding any purchases you have made or wish to make.
- give us feedback or contact us for any other reason.
- When you interact with us, via your Parent Account, the Music Room, social media or with any emails or messages we may send you. We may automatically collect Technical Data about your equipment, browsing actions and patterns. We may collect this personal data by using cookies, server logs and other similar technologies.
- When you attend one of our concerts and we capture Visual Data.
- When it is provided to us by someone else or is publicly available. We sometimes receive personal data about you from others, or from public sources, including the following:
 - Contact Data and Technical Data is collected from our customer relationship manager, Klaviyo, which is based outside the UK.
 - Profile Data (being your child's name) is collected if you and your child are given access to the Music Room by your child's school.
 - Contact Data can in certain circumstances be provided to us by other businesses within our group, such as the Young Voices Foundation, and our partners including ticketing agencies. Some of these third parties are located outside the UK.
 - We may obtain data from third parties with whom we enter into any partnerships, where such third parties have your consent to share that data with us.

How do we use your personal data?

Legal basis for use

The law requires us to have a legal basis for collecting and using your personal data. You have provided us with your Contact Data and have given us your consent to use that data so that we can keep in contact with you, and we rely on your consent as the legal basis on which we use that data. We also rely on your consent to use your child's personal data for the purposes of providing access to the Music Room and processing your parental consent for that child to take part in our concert series.

We also use your personal data to perform a contract with you where you have set up and interact with the services in your Parent Account and/or Music Room, including when you purchase any tickets, t-shirts or concert videos.

We may also use your personal data where it is necessary to conduct our business and pursue our legitimate interests, for example to enable us to give you the best and most secure customer experience. We use Technical Data and Usage Data to ensure we are communicating with you in the most effective way and about the things most relevant to you, based on your previous engagement and use. We do not use your personal data for activities where the impact on you overrides our own interests, unless we have your consent or are otherwise required or permitted to by law.

Purposes for which we will use your personal data

We use your personal data for the following reasons:

- to set up your Parent Account and Music Room account. We use Contact Data and Profile Data, including your child's name, and rely on your consent to do this. We retain this data until the end of the season following your child's concert, at which time we remove Parent Accounts.
- to communicate our plans, opportunities and other marketing communications and personalised suggestions to you. We use Contact Data and Marketing and Communications Data and rely on your consent to do this, as well as our rights under the Privacy and Electronic Communications (EC Directive) Regulations 2003. We retain this data for up to 12 months from submission by you.
- to process any orders placed by you for concert t-shirts, tickets and concert streams. We use Contact Data and Transaction Data, and rely on our obligation to perform a contract with you, to do this. We retain this data only for as long as needed to fulfil the transaction.
- to provide access to a concert stream/download, where you have ordered this. We use Technical Data in the form of your IP address to authenticate the device you are requesting to link to our video portal. We retain this data for 9 months.
- to contact you with information about your booking(s) or purchase(s), reminding you of deadlines relating to concerts, or updating you in relation to information relevant to the concert you have subscribed to. We use Contact Data and rely on your consent to do this. We retain this data until the end of the season following your child's concert, at which time we remove Parent Accounts.
- to create and make available footage and images from our concerts including our concert videos and promotional materials. We use Visual Data for these purposes and rely on your consent to do so. We retain this data indefinitely, where it is used in our concert footage or promotional materials. Any Visual Data that does not get used in our concert videos or other materials will be deleted after 1 week.
- to use data analytics to improve our relationships with schools, parents, suppliers, partners and other relevant third parties and measure and improve the effectiveness of our communications and marketing. We use Technical Data and Usage Data and rely on our legitimate business interests to do this. This data is anonymised. We retain this data for up to 2 years.

Direct marketing

When you set up your Parent Account you will be asked to indicate your preferences for receiving direct marketing communications from us. If you opt in, you will receive these direct marketing messages from us unless you opt out of receiving them. We may also send you marketing communications if you have interacted with us in another way, pursuant to and in accordance with our rights under the PECR.

We may also analyse Technical and Usage Data to form a view of which products, services and offers may be of interest to you so that we can make sure any marketing communications we send stay relevant to you.

Third-party marketing

We do not permit any third parties to contact you for their own direct marketing purposes, and will always get your express consent before we share your personal data with any third party for this reason.

Opting out of marketing

You can ask us to stop sending you marketing messages at any time by following the opt-out links included in our communications, or by contacting us using the contact information set out above.

If you opt out of receiving marketing communications but you engage with us in other ways, such as continuing to use the Music Room, buying tickets or t-shirts for our concerts or concert streams, you will still receive service-related messages as necessary in relation to the concert your school is subscribed to / you are attending or to enable us to carry out our administrative or contractual obligations.

Cookies

You can find information about how and when we use cookies in the Cookies Policy available on the Website.

Do we share your personal data with third parties?

Yes, sometimes we do. We work with various other businesses and suppliers to help ensure our Website, Young Voices events and our business more generally runs smoothly, and so we may share your personal data with others where necessary. We will ensure that all third parties have agreed to respect the security of your personal data, to process it only for the purposes specified to them and in accordance with our instructions, and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes unless they have obtained your direct consent to do so.

We currently share data with:

- Our legal and administrative suppliers, who are based in the UK.
- Our customer relationship manager and administration support, including Klaviyo (based in the USA), Intuit Quickbooks (based in the USA), Synder (based in the USA) and Stripe (based in the UK/Ireland).
- Our business partners, including ticketing company AXS and, where necessary, venue box offices or administrative teams (or both), in all cases who are based in the UK.
- Merchandise fulfilment companies, who are based in the UK.
- Our Website servers, which are UK based.

If your Visual Data is included in our concert footage or images, then this will be made available to such third parties who wish to purchase a copy of that footage, and may also be made available on our channels including our Website and social media pages.

We may also share or transfer data if we choose to sell or merge any part of, or the whole of, our business with another, or we choose to acquire someone else's business. If we do so, any new owners will be obliged to use your data in the same way as set out in this privacy policy, unless you agree otherwise.

Your child's school will be able to monitor your child's use of the Music Room for the purposes of progress tracking. We do not monitor this progress other than at a general school level, which does not involve individual child's personal data.

Do we transfer data outside the UK?

Some of the suppliers and partners we work with are based outside the UK, meaning that at times we need to transfer your personal data outside the UK to countries which have laws that may not provide the same level of data protection as UK law.

Whenever we transfer your personal data out of the UK to others, we ensure a similar degree of protection is afforded to it by putting in place an appropriate safeguard in line with guidance from UK data regulators. This may include:

- Transferring your personal data to countries which the UK deems will protect that data to an acceptable standard such as countries in the EEA and, in some cases, the USA where the third party is registered with the UK Extension under the EU-US Data Privacy Framework.
- If we need to work with other businesses that do not fall into the above category, taking steps to ensure that an alternative arrangement is put in place in line with UK regulation, to ensure that they protect your data to an acceptable standard, for example an International Data Transfer Agreement or standard contractual clauses for international data transfers.

If you would like more information about how we do this, or a copy of these contractual safeguards, please get in touch using the contact information above.

Is your data secure?

We have put in place reasonable and appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We limit access to your personal data only to our employees, agents and others who have an absolute need to access it, and they are authorised only to process that data in line with our instructions and are subject to a duty of confidentiality.

If we suspect a personal data breach has taken place we will follow our own internal procedures, and will notify you and the relevant regulator where we are legally required to do so.

How long do we use personal data for?

We have included information about how long we retain certain categories of data in the 'Purposes for which we will use your personal data' section above. We hold on to your personal data for as long as is reasonably necessary to fulfil the purposes we collected it for, and then to satisfy our legal, regulatory, financial and reporting obligations. We may keep personal data for longer if you make a complaint or if we reasonably believe there is a prospect of litigation in relation to our collection/use of your data.

To decide how long it is appropriate for us to keep personal data we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure, the purposes for which we process it and whether we can achieve those purposes without holding on to it, and any relevant legal, regulatory, financial or other obligations. With

regard to data about children, we give extra consideration to the extent to which we need to process and retain this data.

We may be required by law to retain certain basic information about our customers (which may include Contact and Transaction Data) for up to six (6) years after they cease to be a customer, for accounting/tax purposes.

In some circumstances you can ask us to delete your data. You can find out more about this in section 8 of this data privacy policy.

We may choose to anonymise your personal data, so that it can no longer be associated with you, so that we can use it for research or statistical purposes. If we do this we may use the information indefinitely.

What are your legal rights?

Data protection laws give you various rights in relation to your personal data. You have the right to:

- **Request access** (commonly known as a "subject access request"). This means we provide you with a copy of the personal data we hold about you and enables you to check that we are lawfully processing it.
- **Request correction.** This means you can ask us to correct incomplete or inaccurate data we hold about you, though we may need to verify the accuracy of the new data you provide to us.
- **Request deletion.** In certain circumstances you can ask us to delete or remove personal data if there is no good reason for us continuing to process it. You can also ask us to delete or remove your personal data where you have successfully objected to us processing it (see below), if we have processed your data unlawfully or if local laws require us to delete it. We may not always be able to comply with your request for deletion if there is a specific legal reason, which we will notify to you, if applicable, at the time of your request.
- **Object to processing.** If we rely on a legitimate interest (or those of a third party) as the legal basis for the particular use of your data you can object to us doing so. If you do object, we may in certain situations show that we have compelling legitimate reasons to continue to process your data, which override your right to object.
- You can also object at any time for any reason to the processing of your personal data for direct marketing purposes. There is more information about this in section 4 of this data privacy notice.
- **Request transfer.** You can ask us to transfer the data we hold about you to you or to someone else. We will provide your data to you, or to the third party you have chosen, in a structured, commonly used, machine-readable format. This right only applies to automated information which you provided consent for us to use, or where we used the information to perform a contract with you.
- **Withdraw consent.** You can do this at any time where we are relying on consent to process your personal data. If you withdraw your consent, we will have to block your access to our services meaning you can no longer access your Parent Account or the

Music Room. We will advise you if this is the case at the time you withdraw your consent. Withdrawal of consent may not be possible in relation to Visual Data which has already been distributed by us.

- **Request restriction of processing.** You can ask us to pause the processing of your personal data in one of the following scenarios:
 - If you want us to establish the data's accuracy;
 - Where our use of the data is unlawful but you do not want us to erase it;
 - Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
 - You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

If you wish to exercise any of the rights set out above, please get in touch with us using the contact information set out at the top of this privacy policy.

We will not charge a fee if you ask to access your personal data (or you exercise any of the other rights), unless your request is clearly unfounded, repetitive or excessive (and in such circumstances we may, alternatively, refuse to comply with your request).

If you want to exercise any of these rights, we may need you to provide specific information to help us confirm your identity and ensure you have the right to access your personal data (or to exercise any of your other rights), so that we do not disclose your data to someone who has no right to receive it. We may also contact you to ask you for further information in relation to your request.

We will do our best to reply to legitimate requests within one month, but sometimes it might take us longer, for example if your request is particularly complicated or you have made more than one request. We will do our best to keep you updated.

How do you make a complaint?

If you have any concerns about our use of your data or want to make a complaint, you can get in touch with us using the contact information at the top of this privacy policy. We would love the opportunity to deal with your concerns directly, so please do contact us initially.

If you are not satisfied with our response, you also have the right to make a complaint to the Information Commissioner's Office (ICO), the UK regulator for data protection issues. You can find their contact details on their website (www.ico.org.uk).

What else do you need to know?

Keeping your data up to date. It is really important that the personal data we hold about you is correct and up to date. Please let us know if your personal data changes at any time while you engage with us and our services, for example if you update your email address or phone number, so that we can make the necessary changes to our database.

Third party links. Our Website, communications, marketing emails and messages may in some instances include links to third-party resources including websites, plug-ins and applications. Clicking on those links or enabling those connections may enable third parties to collect or

share data about you. We encourage you to read the privacy/data use policy in place for such third parties, as we do not control how they collect, use or share your data.

Close