

PRIVACY NOTICE

WHO I AM

Janet Shell is a professional singer and qualified former classroom teacher working as a singer, singing teacher and vocal coach in the UK. In 2016, Janet, in consultation with her accountant, decided to put her singing and singing teaching activities all together under her established Company, Talking Voice Ltd. All correspondence since then has been under that umbrella although Janet maintains her personal contact with students and parents in her personal name.

For the purposes of this document the name JANET SHELL is synonymous with TALKING VOICE LTD and should be read as such.

Talking Voice is a limited company registered in the UK (6388061). We take data control seriously and are committed to processing any personal data in accordance with the law. Talking Voice Ltd does not employ any permanent staff other than the founder, Janet Shell. Talking Voice has been a limited company since 2010. The registered office is

41 Newlands Close. Hersham. Surrey. KT12 4PW

Talking Voice Ltd is an umbrella company for activities related to voice in a professional arena. Activities are held in separate files and are not cross referenced. The activities are as follows:

- Talking Voice – work with trainee teachers on healthy vocal matters and presentation in the classroom
- Talking Voice – individual coaching for public speakers or teachers requiring some help
- **Singing teaching – individual vocal technique teaching taking place at the registered office (ie home of JANET SHELL) and in schools/universities**
- Choir animateur – coaching choirs to produce excellent tone and all other vocal chorister issues
- Adjudicator – adjudicating music festivals around the country
- Professional singer – honouring contracts between Janet Shell and third party employer

WHO THIS PRIVACY NOTICE APPLIES TO

This notice applies to anybody who is a recipient of the singing teaching arm of the business and parents who have requested singing lessons for those still of school age. It also applies to anybody employed by Talking Voice Ltd to deliver singing lessons or vocal coaching, currently its founder and director, Janet Shell.

WHAT THIS PRIVACY NOTICE IS FOR

This privacy notice is to show how I will process or use personal data about individuals. Data Protection Law gives individuals the right to understand and see how their data is used. Anybody who works for JANET SHELL, both now and in the future, is encouraged to read and be aware of this notice and its contents.

TYPES OF PERSONAL DATA PROCESSED BY JANET SHELL

JANET SHELL maintains a list of contact details to provide a continuing service to all clients and to promote occasional offers of master classes or extra activities around voice. The following details are kept in files on the PC at the registered office and updated every year or when appropriate.

- Names, addresses, e-mail addresses, home telephone numbers and mobile numbers relating to singing lessons and voice training activities. Note: not all of these are kept for all clients
- For students obtained through school request, a contract between the parents and JANET SHELL is drawn up at the start of the relationship, signed by the parents or guardians laying out the conditions under which singing lessons take place. This is either processed by parents physically or electronically and kept by JANET SHELL for the duration of time the student is having lessons
- Date of birth for some individuals relating to singing exam entries only and given with parental permission
- References given to students at the request of parents or students themselves for on-going study at University or Conservatoire level or occasionally for a job application
- Email correspondence with parents and school age students 11-18, with parents always copied in or through the school email system
- Feedback from clients and parents
- Some recorded voice files or filmed images of students in concert situations used as guidance for improvement or as indicators of progress kept on the home computer and occasionally loaded to Youtube on a privately accessed account only and always with parental or individual consent if beyond school age
- Images may sometimes be stored of JANET SHELL conducting a master class which have participants in the background. Permission is sought at the time of photography with the understanding that this *may* get used for promotional material on the internet/social media and on posters or flyers
- Lists of songs being performed (only for exam entries) pertaining to an individual
- Individual reports from singing examinations which are kept as a guide for future reference when progressing through graded examinations
- Individual reports required by a school for progress. JANET SHELL often, although not always, keeps a copy for reference in case the need arises to re-evaluate or in the case of a backdated enquiry for the duration of the student having singing lessons through school
- Paper lesson planning, timetables and regular evaluation to aid report writing and review progress are kept at the registered office. Once a student ceases lessons, these are disposed of

Should anybody wishing any of their data to be removed, please contact JANET SHELL on janet@talkingvoice.net for immediate action to delete their information permanently from storage on computers at the registered office. Please be aware that this action cannot be reversed and some data removal may impact upon the ability to give references and to continue lessons.

HOW JANET SHELL COLLECTS DATA

JANET SHELL only ever receives data once correspondence is established. This comes directly from the individuals concerned, or through a third party contact (ie school) and it is made clear this is for activities related to setting up lessons, public singing examinations or matters relating to concerts only

JANET SHELL may alert contacts to relevant publicly accessed documents, information, youtube clips and other professional social media channels.

JANET SHELL requires payment of fees into a specified online banking account but does not hold individual bank account details for clients. Clients have the ability to stop payment at any time and payments are not collected regularly by the Company although regular payments are sought.

School clients are sent statements regarding the status of their monthly payments but this does not include any personal financial information other than a running total.

JANET SHELL maintains regular contact with clients and with the parents of school age students and updates information where necessary. In the rare case it is necessary to email school age students directly this is done either via the relevant school system or with a parent/guardian/responsible adult copied in.

WHO HAS ACCESS TO THE DATA

Personal data remains at the registered office on computers and is solely used for individual contact by JANET SHELL. It is processed for setting up lessons or at the time leading up to an event/course and is **never** shared externally.

HOW LONG JANET SHELL KEEPS DATA

Contact lists are regularly updated and old addresses are deleted. Data going back more than 6 years is permanently deleted in the way made available on computer systems. Often data relating to singing exams is deleted before that, usually about 6 -8 months following the exam.

RIGHTS

Any individual can ask to see their own personal data that is kept – in reality this is likely to be an email address and maybe date of birth. Occasionally there will be an image or film taken with consent at the time. An individual can ask for data to be amended (in the case of contact details) or deleted and then for the JANET SHELL to cease processing that data.

This request is always resolved quickly and well within the one month statutory time limit.

Where there is an activity involving school age students, JANET SHELL relies on freely given parental consent at the time of the activity in question. This will be a concert or singing exam. It may occasionally involve photography or filming of individuals singing. Consent is sought at the time and permissions required for further processing of those images/film.

For concerts and singing exams there is a defined purpose of activity and collection of data revolves around fulfilling a contract for those activities.

ACCURACY

JANET SHELL aims to keep data as accurate as possible and up to date. Individuals can ask for data to be corrected or erased.

QUERIES

Any queries or concerns can be directed to

Janetshell@talktalk.net

OR

janet@talkingvoice.net 01932 242805 07730 409648

Talking Voice Ltd
41 Newlands Close
Hersham
Surrey KT12 4PW

WHAT TO DO NEXT UPON RECEIVING THIS NOTICE

The law requires that each person understands the way I work and is clear about the data I both collect and process. Each individual needs to opt in. Doing nothing is not acceptable by law as agreement. If you are happy with this document, please email at either address above with your consent to a continuing relationship using the following paragraph.

I am happy with the way JANET SHELL is collecting and processing my data. I understand that at any time I have concerns or requests, I can get in touch to withdraw my consent and that if I ask for contact data to be deleted, this may result in JANET SHELL being unable to fulfill the performance of her contract which may further result in the termination of lessons and singing related activities.

Please sign and date

©Janet Shell 2018

©Talking Voice Ltd 2018