



The Melody Nest Privacy Policy

Effective Date: September 2026

1. Introduction

The Melody Nest ("we", "our", "us") is committed to protecting the privacy, confidentiality, and personal data of our students, parents/carers, staff, and visitors. This policy explains how we collect, use, store, share, and protect your personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Data We Collect

We collect and process personal data provided on our onboarding form, during registration, and throughout a student's enrollment. This includes:

- **Student Details:** Full name, preferred name, date of birth, age, home address, pronouns, school/education setting, and school year group.
- **Parent/Carer & Household Details:** Primary and secondary parent/carers names, relationships to student, home address, mobile numbers, email addresses, and preferred contact methods.
- **Emergency Contacts:** Names, relationships, and telephone numbers of authorized emergency contacts provided by parents/carers.
- **Collection Authorizations:** Names and relationships of adults authorized to collect students under 18 or permissions for independent departure.
- **Health, SEND & Adaptation Information (Special Category Data):** Details regarding disabilities, Special Educational Needs and Disabilities (SEND), learning differences, medical conditions, allergies, mental health needs, sensory preferences, anxiety indicators, triggers, communication strategies, and emergency medication details.
- **Media Assets (Photos, Video, Audio):** Digital images, video clips, and audio recordings collected with consent for learning records, direct updates, closed group sharing, website/social media, printed publicity, and performance documentation.
- **Financial & Administrative Data:** Payment history, invoice records, lesson attendance, progress reports, and agreement to cancellation/membership policies.

3. Legal Basis for Processing Personal Data

Under UK GDPR, we rely on specific legal bases to process different types of personal data:

Data Category	Types of Data	Legal Basis under UK GDPR
Core Operational Data	Student & parent contact info, lesson administration, attendance, billing.	Contractual Necessity (Art. 6(1)(b)): Necessary to fulfill our agreement to provide music lessons and education.
Special Category Health Data	SEND, medical needs, allergies, anxiety indicators, triggers, sensory adaptations.	Explicit Consent (Art. 9(2)(a)): Explicitly given by parents/carers on the onboarding form to ensure student safety, support, and adaptation.
Media & Publicity Data	Photos, audio, and video recordings across private and public channels.	Consent (Art. 6(1)(a)): Freely given, specific, and granular choices provided on the onboarding form.
Emergency Contacts & Safeguarding	Secondary contact details, child protection records, medical emergency plans.	Vital Interests (Art. 6(1)(d)) & Legitimate Interests / Legal Obligation (Art. 6(1)(c)/(f)): To protect the vital interests of the student and meet legal child safeguarding obligations.

4. Third-Party Data & Emergency Contacts

When parents or carers provide personal data regarding third parties (such as secondary emergency contacts or adults authorized to collect students), they confirm that they have informed these individuals that their details have been provided to The Melody Nest for emergency or collection purposes.

5. How We Store and Protect Your Data

We implement robust physical and technical security measures to safeguard personal data against loss, unauthorized access, or misuse:

- **Paper Records:** Completed physical onboarding forms and physical paper records are stored securely in a locked filing cabinet accessible strictly to authorized staff.
- **Electronic Records:** Digital records, attendance logs, and digital communication records are password-protected and stored on secure cloud services and encryption-enabled devices.
- **Access Control:** Access to personal and health data is strictly restricted on a need-to-know basis to relevant teachers, administrative staff, and safeguarding leads.

6. Data Sharing

We do not sell or share personal data with third parties for marketing purposes. Data may be shared only under strict confidentiality for operational necessity:

- **Teaching Staff:** Relevant teachers receive health, SEND, and adaptation preferences to deliver safe and inclusive lessons.
- **Third-Party Service Providers:** Secure software platforms used for lesson scheduling, accounting, and cloud backup operating under confidentiality agreements.
- **Legal & Safeguarding Authorities:** Authorities or emergency medical services when required by law or in emergency safeguarding situations.

7. Data Retention Schedule

We retain personal data only for as long as necessary to fulfill the purposes for which it was collected or to comply with legal, statutory, and accounting obligations:

Data Record Type	Retention Period
Paper Onboarding & Support Forms	Retained while active; securely shredded 1 year after the student leaves.
Financial, Invoice & Payment Records	Retained for 6 years following the end of the financial tax year (HMRC compliance).
Safeguarding & Incident Reports	Retained securely in accordance with statutory child protection guidelines.
Media & Public Photos/Videos	Retained until consent is withdrawn or content becomes obsolete/outdated.

8. Your Rights Under UK GDPR

You have the following statutory rights regarding your personal data:

- **Right of Access:** Request a copy of the personal data we hold about you (Subject Access Request).
- **Right to Rectification:** Request correction of inaccurate or incomplete personal data.
- **Right to Erasure ('Right to be Forgotten'):** Request deletion of data where it is no longer legally required.
- **Right to Restrict or Object:** Restrict or object to specific processing activities.
- **Right to Withdraw Consent:** Withdraw consent at any time for health processing or media usage.

Withdrawal applies to future processing.

To exercise any of these rights, please contact us in writing:

Contact Person: Lyndsey Crosby

Address: The Melody Nest, 7 Shoemakers Close, Earls Barton, Northampton, NN6 0RF

Email: info@melodynest.co.uk

Website: www.melodynest.co.uk

We will respond to all statutory requests within one calendar month.

9. Right to Lodge a Complaint

If you have any concerns about how we handle your personal data, please contact us first so we can resolve the issue. You also have the right to lodge a complaint directly with the UK data protection supervisory authority:

Information Commissioner's Office (ICO)

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline: 0303 123 1113 | **Website:** www.ico.org.uk

10. Updates to This Policy

This policy is reviewed annually or whenever changes occur in legal requirements or business practices. Updated policies will be made available on our website and provided upon request.