

# IMS

Welcome To Instrumental Music Services...  
Providing Quality Instrumental Tuition Since 1991

## **IMS Data Protection Policy**

### ***Rationale:***

IMS acknowledges the importance of protecting customer's personal information at all times and following the new GDPR regulations being introduced in May 2018, we have reviewed and updated our Data Protection Policy as follows.

*NB. In accordance with Clause 7.22 managers must comply with all applicable laws, byelaws and regulations applicable to the business which include the new GDPR regulations.*

### ***At all times, franchisees must:***

- ensure permission has been given by a customer before collecting any personal information from them, which includes their name, address, telephone number and e-mail address, and in the case of funding, their funding status denoting the entitlement
- not to ask for, or keep any information relating to a person's marital status, DOB, computer IP address, photos, bank details, medical information or posts on social networking websites
- always store personal information safely. If stored electronically, it must be behind a password protected computer or device, or if physical copies exist they must remain at the business address at all times and be destroyed as soon as lessons cease.
- not accept personal information from any third party, including schools, unless this is used to secure funding for the customer involved
- only ever use personal information solely in the provision of lessons, i.e. as a way of contacting the customer to collect payment or to solve any enquiry on their behalf, or to notify them of an upcoming event or trip in school etc...
- not allow any other person or entity to view or obtain this information, and not to disclose it to other parents, schools or other persons at any time, unless it will secure funding for lessons from a third party, such as Pupil Premium or HUB funding
- destroy all information as soon as lessons with the customer have ceased, providing that there are no outstanding financial commitments owed by either party
- at any time, destroy any information held about a customer, upon request of the customer, providing that there are no outstanding financial commitments owed by either party