

PRIVACY NOTICE

Here at Flute Fix we understand that customers care about the use and storage of their personal information and we value your trust in allowing us to do this in a careful and sensible manner. We have created this privacy notice in order to demonstrate our commitment to the privacy of our customers.

What information we collect

When you request us to take a look at your woodwind instrument we'll collect some of your personal information, to make sure we have everything we need to make the most of our services. We use this information for administration of the services you have asked for.

Who we are

Flute Fix gathers and processes your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

Flute Fix, Reed Farm, Fen Lane, Thelnetham, Suffolk, IP22 1JX. We act as the data controller when processing your data.

Information That We Collect

Flute Fix processes your personal information to meet our legal and statutory obligations and to provide you with our services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

The personal data that we collect from you is:-

- Name
- Address
- Email
- Telephone Number
- Mobile Number
- Details of your Woodwind Instrument

We collect this information in the following ways

- Email via website
- Direct Email
- Telephone
- In Person
- In Writing via letter

Your personal data is transposed into our work book and if it has come via email then stored on our computer too. We are required under UK tax laws to keep your personal data for a minimum of 5 years after which time, it will be shredded.

How we use your Personal Data (*Legal Basis for Processing*)

Flute Fix takes your privacy very seriously and will never disclose, share or sell your data without your consent, unless required to do so by law.

Your Rights

You have the right to access any personal information that Flute Fix processes about you and to request information about:-

- What personal data we hold about you
- The purpose of the processing
- The categories of personal data concerned
- How long we intend to store your personal data for

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing in accordance with the data protection laws.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement.

Safeguarding Measures

Flute Fix takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction.

Lodging a Complaint

Flute Fix only process your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws; If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

Email: registration@ico.org.uk

Website:- ico.org.uk / Fax: 01625 524 510