

Privacy Notice

This privacy notice provides you with details of how we collect and process your personal data through your use of our website www.onthelevelmusic.co.uk, or through you contacting us by telephone or by your direct face to face communication.

We may collect the following data about you

Your Name

Your email address

your telephone number

your business name

your credit/debit card numbers

Any other information that you directly provide to us whether by e-mail, over the phone, face to face.

Will we use your data in order to

reply to any enquires you make about our goods or services

respond to any enquires related to our goods or services and deal with any complaints

Keep records of purchased goods or services placed and communications in relation to such purchases or services

Keep records of communications

Under the general data protection regulations, we are only legally able to process your personal data if we have a lawful ground for doing so

In relation to customer data that we have obtained in relation to you purchasing goods or having a service provided by us that we hold for the purpose of fulfilling that service, informing you about changes to products or services, the process is necessary for the performance of the transaction and for our legitimate interests in informing you about changes to services and products.

In relation to prospect data that we have obtained when you enquired about our goods or services (whether through the website or otherwise) that we process in order to reply to your enquiry and keep records of this, the processing is necessary in order to take steps at your request prior to entering in to contract and for our legitimate interests in record keeping and to establish, pursue or defend legal claim

In relation to your data that we process in order to comply with legal requirements or as required by government authority, the process is necessary for compliance.

In relation to keeping records, this process is necessary for our legitimate interests in responsible business operations or defending pursuing or establishing a legal claim.

We do not collect any sensitive data about you. Sensitive data refers to data that includes

details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data.

We do not collect any information about criminal convictions and offences

We do not carry out automated decision making or any type of automated profiling

HOW WE COLLECT YOUR PERSONAL DATA

We may collect data about you by you providing the data directly to us, for example by sending us an e-mail, by telephoning us, or by face to face communication. We may automatically collect certain data from you as you use our website through cookies.

Marketing communications

Our lawful ground for processing your personal data to send you marketing communications is your consent. Under the Privacy and Electronic Communications Regulations, we may only send you e-mail or text marketing communications if you made a purchase or asked for information from us about our goods or services.

We do not share your personal data with any third party for marketing purposes.

We do not sell your personal data to any third party

DISCLOSURES OF YOUR PERSONAL DATA

We may have to share your personal data with the parties set out below

Professional advisors, lawyers, bankers, accountants, auditors and insurers

Government bodies that require us to report processing activities or otherwise disclose your personal data

Fraud prevention agencies

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law.

DATA SECURITY

We have in place security measures to prevent your personal data from being accidentally lost, used, altered, disclosed or accessed without authorisation. Personal data is restricted to personnel that have a legitimate need to view such information. No other persons should have access to this confidential data unless they have a genuine business need. We have procedures in place to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach if we are legally required to do so.

DATA RETENTION

We will only retain your personal data for as long as necessary to fulfil the purposes will collect it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

When deciding what correct time is to keep data for, we look at its amount, nature and sensitivity, potential risk of harm from unauthorised use or disclosure, the processing purposes, if these can be achieved by other means and legal requirements.

For tax purposes the law requires us to keep basic information about customers for six years after they stop being customers.

YOUR LEGAL RIGHTS

Under data protection laws you have rights in relation to your personal data that include the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of data and to withdraw consent (where the lawful ground of processing is consent).

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data. This is a security measure to ensure that your personal data is not disclosed to any person who has no right to receive it.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests.

If you are unhappy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioners Office (ICO), the UK supervisory authority for data protection issues.

COOKIES

Our site uses cookies to distinguish you from other users of our site. This helps us to provide you with a good experience when you browse our site and also allows us to improve our site. By continuing to browse the site, you are agreeing to our use of cookies.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer. We only use (and store) non-essential cookies on your computer's browser or hard drive if you provide your consent.

The chart below shows the cookies that are used on this website...

Cookie Name	Expiration Time	Description
_ga	2 years	Used to distinguish users.
_gid	24 hours	Used to distinguish users.
_gat	1 minute	Used to throttle request rate.
AMP_TOKEN	30 seconds to 1 year	Contains a token that can be used to retrieve a Client ID from AMP Client ID service. Other possible values indicate opt-out, inflight request or an error retrieving a Client ID from AMP Client ID service.
gac<property-id>	90 days	Contains campaign related information for the user. If you have linked your Google Analytics and AdWords accounts, AdWords website conversion tags will read this cookie unless you opt-out. Learn more.