



Raised by Music- privacy policy

Raised by Music is committed to protecting your data and upholding your privacy. This information outlines what information we collect and how we store and process it, in accordance with the General Data Protection Regulation 2018 and the Privacy and Electronic Communications Regulations 2003.

Last updated January 2026

Our Data Protection Officer is: Rosie Kilian

How to contact us

If you would like to make an enquiry about data protection, update the information we hold about you or your child, request information about the data we hold about you or your child, opt out of receiving marketing communications from us, or change the way we process your information, you can contact us in the following ways:

Email us: info@raisedbymusic.co.uk

Call us: +44 (0)7789810458

If you would like to make a request to access the information we hold about you, (see Your Rights at the end of this document), or to make a complaint about how your personal information has been used, please write to us at the email addresses above. Alternatively, you are entitled to raise a concern to the Information Commissioner's Office (ICO) without first referring your complaint to us.

Information we collect

We collect and process the following data:

- Information that you provide to your child's school, where you have given consent for that to be shared with Raised by Music (name of child, name, email addresses and telephone numbers of parents/carers)
- Information that you have provided directly to us, for example diversity data, consent, information about your child's learning style or adjustments
- Details of your child's EHCP, if applicable, only where you have explicitly provided your consent to the school to share this with Raised by Music

- Information about your engagement with Raised by Music as parents/ carers, including event attendance
- Information about your child's lessons e.g. attendance, practise schedules, lesson logs including notes on attainment, behaviour and objectives
- Records of communication between parents/ carers/ children and Raised by Music tutors/ organisers, whether in electronic or hard copy format, which may include general correspondence, contact notes, consent forms, responses to surveys and questions we may ask you and responses to any surveys or questions we ask you;
- Digital information such as photographic, audio and video recordings of lessons, concerts and events, and media consent records where relevant;
- Information about you that is available from other sources including information in the public domain. More detail on this is included in the 'How we might use your information' section below.
- Information gathered in the course of processing donations, e.g. card details, date, time and amount of donations and contact details of the donor

How much of this information we collect depends on the type of relationship you have and what we record in the course of your relationship with us.

How we might use your information

1. If you are a participant in any of our activities, or a parent/carer/guardian of a participant,

A. We will use your information to provide you with services e.g. organising lessons and supervised practice sessions/ organising practice workshops. This may include name, contact information, date of birth, educational and musical background including details of any special educational needs and disabilities, where you have given consent for this information to be shared with Raised by Music, monitoring information and any access requirements you or your child may have.

B. We may use information you have provided us through surveys/ evaluations for use in promotional material, funding applications or evaluations of the effectiveness and value of Raised by Music.

C. We may use photographs, audio recordings and video recordings of participants for promotional purposes, or for use in funding applications or evaluations of the effectiveness and value of Raised by Music. We will only use photographs, audio recordings and video recordings in this way with your express consent, and photographs/ video recordings will be undertaken only by people who have been subject to appropriate safeguarding checks.

D. Safeguarding: We take our safeguarding responsibilities seriously. In the course of discharging these responsibilities we may collect and store personal information about children who are participants in our activities, where a child protection concern has been raised. In certain circumstances, we may be required to share this information with the relevant safeguarding authorities without the consent of the individual child or responsible adult. In accordance with our safeguarding policy, we will keep secure records of any child protection issues for twenty five years.

Sensitive Information

As part of our registration process, we may ask you for sensitive information about any additional medical or educational needs your child may have. This information is required to ensure that we can provide sufficient access to our activities, and to make sure that participants are safeguarded while in our care. By supplying us with this information you are giving your consent for us to process it for this purpose. As with all personal information we hold, sensitive information is held securely and restricted to those who need to use it. We will delete sensitive information when we no longer need it. We may also use medical data for facilitating emergency care, if required. We also collect diversity data during the registration process (optional submission). This data is anonymised and used only for reporting purposes- generally as part of funding requirements.

We may use your information to contact you about things we think may interest you, to tell you about updates or changes to lessons, give progress updates on pupils or tell you about events, offers or opportunities to support us. If you wish to opt-out of receiving any particular category of communication you may do so at any time by contacting us using the details above.

We will use your information to understand and report on how we are performing against our objectives.

Collecting feedback and reporting to funding bodies

We will undertake research to help us understand the impact of our work as an arts charity, and how we can improve our services or information. We may use third party services as a tool to collect and analyse this information. We will use the data collected to create reports on our performance to Trustees, stakeholders and current and prospective funders. Information used in such reports is anonymised, and if we wish to attribute feedback to specific individuals, we will contact you to obtain your permission to do this.

Data Sharing

Given that we will operate in the host school, Immanuel and St Andrew Primary, which your child attends, we will (with your consent- sought at the time of registration) share

information you share directly with us with staff at your child's school where this is deemed appropriate, for example, to discuss pupil progress, behaviour and any support or additional needs identified.

Donors:

For donors to Raised by Music- we will use your payment and contact details, payment amount, date and time of payment, to process that payment and take any follow-up administrative action needed (for example sending a receipt or acknowledgement). We will also ask you for your address and UK taxpayer status as if you choose to include Gift Aid with a donation to us, this information is required by law. This information is needed for us to fulfil our obligations under tax and charity law (sections 413 to 430 Income Tax Act 2007). Information associated with Gift Aid declarations must be retained for 7 years. This information will be shared with HMRC for tax regulation purposes and may also be shared with the Fundraising Regulator and the Charity Commission in the event of an enquiry or investigation.

Requesting information if you are attending our events

If you attend or participate in an event that we have organised, we may ask you to provide information to make sure we can manage the event safely and efficiently. We may also ask you for details of any accessibility needs which you may have, so that we ensure our event is inclusive, in line with the provisions of the Equality Act 2010. We may use your information to invite you to become involved with us in new ways, raise funds and grow our supporter base.

Sharing marketing and fundraising materials with you

If you are someone who is connected with Raised by Music through attending our events, marketing and fundraising materials that we might share with you include information about our activities and their impact, our news, events and fundraising appeals, and other ways you can become involved with us. Where you have provided your postal address or telephone number, we may send this information to you by post or by calling your telephone unless you have asked us not to. We may also email you this information or other electronic means if you have agreed for us to do so. You can let us know at any time if you would prefer to change how we share this information with you, or stop it altogether. Simply use the details we have provided in the 'Contacting us' section to let us know your preferences. We will keep your personal information for no longer than is necessary for the purposes for which it is processed. If you ask us not to contact you, we will keep some basic information about you on our CRM system in order to avoid sending you unwanted communications in the future.

If you have visited our website

We may collect and use information about how people are using our websites. When you use our website, our ISP may collect and store information about you, such as your IP address, which internet browser you're using, geographical location and how you use our website. This information is not linked to any personal details and cannot identify you. Our website does this using cookies, which remember your preferences and help us to personalise our website for you and the browser that you're using. If you would prefer not to accept cookies, you may wish to change the settings in your internet browser so that they are refused. This should not affect your experience of using our website.

Other uses of information

Responding to enquiries:

If you contact us with an event enquiry, question, comment, compliment or complaint then we will keep a record of this correspondence and any associated documents so that we have the information available in the event of an inquiry or investigation.

Marketing, Communications, Media and PR

We may use personal data to help support Raised by Music's marketing, communications, media and PR activities; for example using case studies, photographs, films, in preparing statistics about participation, documenting our activities, or creating learning resources. We may occasionally transmit photographs, films and sound recordings of Raised by Music events and activities to trusted, relevant third parties (including but not limited to: concert promoters, press and media working in arts and culture and/or music education) for wider independent distribution. We will never transmit data in this way that enables individuals to be identified without your consent.

Notifying you of changes to policies

If we make significant changes to our policies which may affect you, we will use your contact details to inform you of the changes.

Third Parties

We will not share any of your personal details with any other third parties without your agreement, unless required in order to fulfil our agreement with you, or allowed by law. Sometimes, the information that we send to you may contain links to other websites. Please note that these websites will have their own privacy policies and you should review these before supplying any data.

What we don't do

We will not use your data for anything other than the purpose for which it was supplied to us, unless the new purpose is considered to be similar, or in the legitimate interests of Raised by Music. The exceptions to this are:

- If we were legally obliged to do so, for example by the police.
- If it was necessary to protect the children participating in our programme, staff or other persons.

How we store your data and keep it safe

Raised by Music takes the care of your information seriously, and protects your personal information in a range of ways, including secure servers, virus protection software and password protection. We operate a policy of restricted, password controlled access to any of your information which is stored on our systems. We destroy information in a secure way once it is no longer needed.

Transfer of personal information outside of the EEA

Occasionally, when we use third party tools, your data may be collected and stored outside the EEA, which, by submitting your data, you agree to.

Your rights

How to request copies of all of the information we hold about you, otherwise known as a Subject Access request:

You have the right to ask for a copy of all of the information related to you that we are processing. You can request this in writing via email or post, using the “How to contact us” section at the top of this page.

How to ask us to amend or delete your information:

If your information is incorrect, out of date, or if there is no longer justification for us to hold it, you can ask for it to be updated, removed, or withdraw consent for its use.

Our legal basis for contacting you and using your personal information

When you register your child to participate in the Raised by Music programme, our legal basis for processing your data is on the basis that you have provided us with your consent at the time of registration. When you sign up to a newsletter or opt-in to our communications using our forms (e.g. a donation form or an online form) or in person, then you are giving us your consent to send you marketing and fundraising materials by the methods you have chosen (e.g. email or phone call). We will never send you marketing by electronic means without your consent, and you can withdraw your consent at any time. If you have provided us with your postal or telephone contact details, but haven't specifically opted in to receive our communications (for example making a donation via post, or requesting a service), then we will carry out an

assessment of whether it would be fair and reasonable to use them to send marketing and fundraising information to you without your explicit consent (i.e. it is in the interests of our aims as a charity and will not cause undue prejudice to you). This is called a “Legitimate Interests Assessment”. You can opt out of our marketing and fundraising communications at any time if you don’t want to receive them.

We will ensure that we have a legal basis to use your personal information for the other purposes mentioned in this policy. Usually this will be because:

- we have an obligation to fulfil a contract;
- we have your consent to do so;
- we have undertaken a legitimate interests assessment;
- it is necessary to comply with a legal obligation.

You can find out more about your data protection rights on the Information Commissioner’s Office (ICO) website.

Changes

If we make any significant changes to this privacy policy that may affect you, you will be notified by email, and the updated policy will appear on this page of our website.

Queries

If you have any queries regarding this policy, please feel free to contact us. See How to contact us at the top of this page.