

GDPR (General Data Protection Regulation) and PRIVACY POLICY 2025

The **General Data Protection Regulation** (GDPR), which came into effect on 25th May 2018, provides a legal framework for keeping everyone's personal data safe by requiring companies to have robust processes in place for handling and storing personal information.

www.annderenais.com is the website of Ann De Renais. I am a self-employed singing teacher and a sole trader. I take my responsibility to protect your personal details very seriously.

This updated Privacy Policy therefore sets out how I obtain, use and protect any personal information you provide to me, whether online, via phone, text, email, in letters or in other correspondence.

This privacy policy explains the following:

What information annderenais.com may collect about you;

How annderenais.com will use information I collect about you;

When annderenais.com may use your details to contact you;

Whether annderenais.com will disclose your details to anyone else;

Your choices regarding the personal information you provide to me;

The use of cookies on the annderenais.com website and how you can exercise your choices in relation to those cookies.

If you would like more information or would like to change the way we communicate with you, please contact me via:

Email: info@annderenais.com

Your personal data is protected by UK legislation, specifically the GDPR Regulations 2018, Data Protection Act 1998 and the Privacy and Electronic Communications (EC Directive) 2003.

1. What information will annderenais.com collect about me?

Personal information is collected directly from you when you interact with annderenais.com, for example submitting your details on the contact page. Information may be collected online, on paper, over the telephone, or in person.

The information I collect will typically include your name, postal and email addresses, your phone number, and your bank details. Very occasionally I may need to collect information that the Data Protection Act considers to be 'sensitive'. In such instances we would be very clear with you that I wished to collect such information, our reason for collecting such information, and I would only do so with your specific consent and permission.

2. How will annderenais.com use the information you collect about me?

I will use the information I collect about you to answer your requests and to keep in touch with you about your singing progress or to send you links to appropriate websites. Examples include: links to performances, health practitioners, vocal exercise-pdfs, websites of other singing teachers, websites to tools and books about singing/vocal pedagogy

to record any contact we have with you to help us provide you with the most appropriate communications

to check that your communications preferences are up to date

to invite you to participate in courses or attend events

to notify you of the changes to our policies

to ensure that content from our site is presented in the most effective manner for you and your computer

3. Will I be contacted for marketing purposes?

annderenais.com will contact you for marketing purposes when you have provided us with freely given consent to do so. You may provide that consent in various ways including online, over the telephone or through paper forms. Please see section 6 below on how to change your communication preferences, including opting out of future marketing communications.

4. Will annderenais.com share my personal information with anyone else?

I will only use your information within annderenais.com for the purposes for which it was obtained.

Annderenais.com will not, under any circumstances, share or sell your personal data with any third party for marketing purposes and you will not receive offers from other companies or organisations as a result of giving your details to me.

I may need to share your data with third-party companies who provide services to annderenais.com including delivering post, sending emails, processing credit card payments. I will only provide these companies with the specific information they need to deliver the specific service and ensure that your data is treated with respect and integrity.

Third party organisations we currently receive data from include PayPal. These organisations have their own data protection and privacy policies which you should be aware of before signing up.

BACS payments are subject to the FSA regulations. I don't store your banking information.

5. How long will annderenais.com keep my personal information?

I will hold your personal information on my system for as long as is necessary for the relevant activity, for example I will keep a record of your payments for at least seven years.

If you request that I stop sending you marketing material I will keep a record of your contact details and appropriate information to enable me to comply with your request not to be contacted by me.

6. What is the legal basis for annderenais.com processing your information?

Although in many cases I will seek consent to process your personal data, in some instances we may process your information without consent when I am legally allowed to do so. This will only be where it is in our legitimate interests to do so and where I am confident that such processing is not likely to prejudice your legitimate interests or rights and freedoms.

Where I am processing your personal data on the basis of consent that you have given me, you are entitled to withdraw that consent at any time such that I can no longer rely on it as a basis for continuing to process your personal information.

7. What is the annderenais.com's policy on allowing me to update, correct or delete my personal information?

The accuracy of your information is really important to me. I want to ensure that I am able to communicate with you in ways that you are happy with, and to provide you with information that is of interest. If you wish to change how I communicate with you, or update the information I hold, then please contact me:

email me at: info@annderenais.com

You may also opt out of marketing emails at any time by clicking the unsubscribe link in any marketing email from annderenais.com

Under the Data Protection Act you have the right to request a copy of the personal information I hold about you and to have any inaccuracies corrected.

Please address requests and questions about this or any other question about this Privacy Policy to Ann De Renais, info@annderenais.com

8. Cookies Policy - information annderenais.com can in the future collect from your computer or mobile device

a) What is a cookie and why may annderenais.com use them in the future?

Cookies are small text files on your computer or device. They are made by your web-browser when you visit a website. Every time you go back to that website, your browser will send the cookie file back to the website's server.

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improving the user experience. They can also help to ensure that adverts you see online are more relevant to you and your interests.

Like many websites, annderenais.com may use cookies in the future order to provide you with a more personalised web service.

Cookies help to identify which bits of our website people are using, help me do work on those sections of the website to improve the user experience. Information supplied in cookies also allows me to measure the effectiveness of online marketing campaigns annderenais.com. This enables me to ensure any money I spend on digital marketing gives me a good return on my investment.

b) How can I control my cookie preferences?

You can change the settings in your web browser to decide whether or not to allow cookies from individual sites.

9. Changes to our Privacy Policy?

My Privacy Policy is reviewed regularly to ensure that it reflects how I use your information. Any changes will be notified to you by updating this policy so please check this Policy to see if any changes have been made that are important to you. Where appropriate, changes will be notified to you by email.

Dated APRIL 2025