

PRIVACY NOTICE

WHO WE ARE

Talking Voice is a limited company registered in the UK (6388061). We take data control seriously and are committed to processing any personal data in accordance with the law. Talking Voice Ltd does not employ any permanent staff other than the founder, Janet Shell. Talking Voice has been a limited company since 2010. The registered office is

41 Newlands Close. Hersham. Surrey. KT12 4PW

Talking Voice Ltd is an umbrella company for activities related to voice on a professional basis. The activities are as follows:

- Talking Voice – work with trainee teachers on healthy vocal matters and presentation in the classroom
- Talking Voice – individual coaching for public speakers or teachers requiring some help
- Singing teaching – individual vocal technique teaching taking place at the registered office and in schools/universities
- Choir animateur – coaching choirs to produce excellent tone and all other vocal chorister issues
- Adjudicator – adjudicating music festivals around the country
- Professional singer – honouring contracts between Janet Shell and third party employer

WHO THIS PRIVACY NOTICE APPLIES TO

This notice applies to anybody who works in the organisation known as Talking Voice Ltd. This is the Director and Founder, Janet Shell, and any person she brings in on a temporary basis (zero hours contract) as a specialist tutor.

WHAT THIS PRIVACY NOTICE IS FOR

This privacy notice is to show how we will process or use personal data about individuals. Data Protection Law gives individuals the right to understand and see how their data is used. Anybody who works for and with Talking Voice Ltd, both now and in the future, is encouraged to read and be aware of this notice and its contents.

PROCESSING OF PERSONAL DATA

Talking Voice Ltd maintains a list of email contacts to provide continuing educational services as an independent authority on vocal matters. The list of key contact figures in the education sector with which Talking Voice Ltd does business remains on one PC in the Talking Voice file and is updated each year.

Contact personnel change from year to year in educational establishments and in order to fulfil Company business, regular contacts are emailed to highlight new services each academic year.

Promotion of the Company is through photographic images taken during training sessions. Permission is obtained from participants at the time of photography and it is made clear that images will be used on the internet through the Talking Voice website and through slide reels available on the website for promotional means. *Should anybody wishing their image subsequently to be removed, please contact JANET SHELL on janet@talkingvoice.net for immediate action to permanently delete their image both from the website and from storage on computers at the registered office. Please be aware that this action may compromise promotion of the Company.*

TYPES OF PERSONAL DATA PROCESSED BY TALKING VOICE

- Names, addresses, e-mail addresses, telephone numbers relating to singing lessons/voice training activities/singing exam entries including date of birth/personal references/book or Cd sales (this information is only temporarily accessed in order to send the items concerned then the contact ceases)
- References given to students at the request of parents or students themselves for on-going study at University or Conservatoire level or occasionally for a job application
- Images of trainees (over the age of 18) engaging in Talking Voice activities
- Email correspondence with parents and school age students (11-18 with parents always copied in or through the school email system)
- Email correspondence with registered education providers and universities
- Lists of songs being performed (only for exam entries) pertaining to an individual

HOW TALKING VOICE COLLECTS DATA

Talking Voice Ltd only ever receives data once correspondence is established. This comes directly from the individuals concerned. In the first instance, Talking Voice Ltd will email individuals concerned with teacher training activities through their website addresses and after that occasionally when they have been copied in on an email directly in relation to an enquiry with the information coming from the established contact and only ever with their permission.

Talking Voice Ltd data relating to singing is directly obtained from individuals and it made clear this is for activities related to public singing examinations or further contact.

Talking Voice Ltd does not use third party companies to obtain data although we may alert contacts to relevant publicly accessed documents, information, youtube clips and other professional social media channels.

Talking Voice Ltd requires payment of fees into a specified online banking account but does not hold individual bank account details for clients. Clients have the ability to stop payment at any time and payments are not collected regularly by the Company although regular payments are sought.

Talking Voice Ltd. Also holds some mobile phone numbers of key individuals on a smart phone and these are never shared.

WHO HAS ACCESS TO THE DATA

Personal data remains at the registered office on computers and is solely used for individual contact by the owner and founder of talking Voice Ltd. It is processed leading up to an event/course and is never shared externally.

HOW LONG TALKING VOICE KEEPS DATA

Contact lists are regularly updated and old addresses are deleted. Data going back more than 6 years is permanently deleted and in many instances the key contact personnel have altered within other organisations during that time thus making details redundant. (Note that this does not absolve the Company the need to delete the previous contacts).

RIGHTS

Any individual can ask to see their own personal data that is kept – in reality this is likely to be a physical address /email address and maybe date of birth. Occasionally there will be an image taken with consent at the time. An individual can ask for data to be amended or deleted and for the Company to cease processing of that data.

Talking Voice Ltd is able to respond quickly to requests and always within the one month statutory time limit.

Where there is an activity involving school age students, Talking Voice Ltd relies on freely given parental consent at the time of the activity in question. In reality the type of activity will be a concert or singing exam. It may occasionally involve photography or filming of individuals singing. Consent is sought at the time and permissions required for further processing of those images/film.

Choral or group activities need to fulfil a contract – for concerts there is a defined purpose of activity and collection of data revolves around those activities.

ACCURACY

Talking Voice Ltd aims to keep data as accurate as possible and up to date. Individuals can ask for data to be corrected or erased.

QUERIES

Any queries or concerns can be directed to

janet@talkingvoice.net 01932 242805 07730 409648

Talking Voice Ltd
41 Newlands Close
Hersham
Surrey KT12 4PW