We respect your privacy.

Your privacy is a basic right. We're transparent, honest, and reasonable about how we store your data.

Welcome to our privacy policy

Musiplan is committed to your privacy. We believe in transparency in the way we store and use your personal data. Here we aim to explain how we use your data and how we strive to respect your privacy, as clearly as possible.

This privacy policy describes how Musiplan collects and uses personal data from users, on the musiplan.com website. In order to use our services, all users must read and agree to this privacy policy. This policy is up to date as of November 2019. Musiplan reserves the right to modify it at any time; therefore, we ask users to consult it frequently.

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1. Why do we collect your personal data?

1.1 First of all, what exactly is personal data?

Personal data is the information we collected about you. This can come in a variety of forms, such as your email address. Our use of the phrase 'personal data' is as defined in the General Data Protection Regulation 2016/679 (or GDPR) from 25th May 2018 onwards.

1.2 Why do we need to collect your personal data?

Certain parts of your personal data are needed for us to offer the Musiplan portfolio of services. For example, when contacting us via the support centre, we need to collect your email address so that we can contact you back; or, when using Musiplan for Teachers, we collect your name to offer a more personalised experience. Of course, your personal data is only processed in total accordance with the applicable data protection laws. When signing up to any Musiplan service, you will have provided us consent to use some elements of your personal data in order to access our services. This 'consent' is what allows us, on a legal basis, to use and process your data. At any time, you reserve the right to revoke this consent. However, the use of our website is subject entirely to this privacy policy. Therefore, if you do not agree with any aspects of our policy we ask that you do not use our website. More detail is available in section **3.1**.

How do we collect your personal data? ➡

2. How do we collect your personal data?

We collect personal data in two ways:

2.1 Data provided to Musiplan by the user

Data provided to us by the user is data submitted through registration forms or data submitted once registered on our site – such as personal data entered into Settings or data entered into a Task or Lesson. This data can include:

- Personal data submitted to register an account with Musiplan (for example, first/last names, email address, date of birth)
- Personal data used to contact Musiplan via email or the Musiplan support centre
- Personal data submitted or uploaded to Parent/Teacher/Student dashboards

We aim to keep the data we collect from our users to the bare minimum; meaning we only collect what we need to offer users our services.

2.2 Data collected automatically

Not all personal data is submitted to us directly from the user. We also record data about your computer and browsing on our site. This includes but is not limited to:

- Device make and model
- Browser type and language
- Browsing history *on Musiplan only* – this means which pages of our site you viewed, your IP address, how long you spent on a specific page and the times at which you accessed our website.

We collect the above solely in order to improve our services, and also as a security measure (since the data allows us to see who is using our site and when, enabling us to track threats). As outlined in section **3.2** we will not share this information with anyone outside of our company when not necessary for the functioning of features in our website.

How do we collect your personal data? (2) ➡

2. How do we collect your personal data?

2.3 Cookies

Some of your data is collected using cookies. Cookies are not programs, but instead are simple data files stored on your computer, by a website such as Musiplan. We use both session cookies, and persistent cookies. While session cookies expire once you close your browser (ie, ending your 'session'), persistent cookies remain on your computer unless you choose to delete them. Once again this allows us to better tailor our services towards users.

We use the following types of cookies:

Essential cookies: these cookies are essential in providing you with Musiplan's services. These 'essential' cookies are what allow you to log in to areas of Musiplan, and help to improve load times of these pages. Musiplan's services cannot be provided without these cookies. These cookies are only used to help provide our services.

Analytics cookies: these cookies collect information about how you (as a user) use our website and services. However, the information collected is anonymous. It can include: the pages the user visited (on Musiplan), the number of visitors to Musiplan, whether the user has visited Musiplan before and also the website that referred them to Musiplan. Analytics cookies help us to manage and improve our services as we are able to keep an eye on our site's activity.

One such tool that we use to monitor our services' analytics is 'Google Analytics'. Provided by Google, this services uses its own cookies. Information about Google Analytics as well as its respective privacy policy is available at this link: https://marketingplatform.google.com/about/. The use of Google Analytics can be prevented if you use this tool: https://tools.google.com/dlpage/gaoptout?hl=en-GB.

To disable cookies, we ask you to consult this guide, https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DAndroid&hl=en. Instructions may not be browser-specific. If you choose to disable cookies, you'll have to log in to Musiplan every time you visit us rather than remaining logged in over a longer period of time.

What do we do with your personal data? ➡

3. What do we do with your personal data?

3.1 We use your personal data to:

- Grant access to you for the Musiplan portfolio of services – tasks, lessons, messages, reports
- To respond and tailor our customer support to your needs
- To adjust the services available depending on your region
- To adjust the services available depending on your age
- Ensure that we're sufficiently respecting any regional applicable laws

We actively aim to limit the data that's shared outside our organisation. If data *is* shared outside of our organisation through third-parties, as outlined above, then this is only so that we can offer a better service to our customers.

3.2 Who do we share your personal data with?

At Musiplan your data is stored in high-security databases powered by Google Firebase, a respected and popular web development platform.

- **Third party service providers –** in order to maximise the selection of features on offer to our customers, we need to use some third party service providers. The data provided to these third parties is as outlined in section **2.2** and does not include personally identifiable data such as your names, email address or birthdate. These are the third party service providers currently used by Musiplan:

- **Google Analytics –** this service allows us to monitor who's using our website, when, what device they're using it from, and where they're using it. This means we can optimise our sites better to our user base as we know how they're using our site.

- **Cloudflare –** in much the same way as Google Analytics, we also use Cloudflare for analytics. Cloudflare provides security services including SSL for our website.

What do we do with your personal data? (2) ➡

3. What do we do with your personal data?

- **AddEvent.com** – we use AddEvent.com for 'adding to calendar' functionality. Details of your lesson are momentarily passed to but not stored by AddEvent.com.
- **Tawk.to support platform –** we offer individual support using a live chat and ticketing system known as Tawk.to. Your personal data passed through Tawk.to is restricted to non-personal identifiable data (ie, only data related to your browsing activity on our website or computer, as outlined in section **2.2**), and you can control how much information you give to Tawk.to. Your personal data at Tawk.to is used solely to allow our support advisors to help you resolve your problem and is not viewable by Tawk.to. You can see their privacy policy here: https://www.tawk.to/privacy-policy/

3.3 Data transfer and security

At Musiplan we take every step to ensure that your data does not leave our organisation. We employ the latest high security databases and hosting to ensure that this does not happen. However, no online service can be guaranteed to be completely secure and in the event that you believe our security to have been breached please contact us *immediately* at report@musiplan.com. However, some of the servers and databases we use are located outside of the United Kingdom, in Google centres around the world. Wherever your data is stored and wherever you are in the world, these conditions still apply so long as you are using Musiplan.

What do we do with your personal data? (3) ➡

3. What do we do with your personal data?

3.4 Your personal data and leaving Musiplan

When you leave Musiplan, your account is deleted forever along with any personal data, meaning it's permanently erased from our databases.

3.5 Children using Musiplan

Musiplan for Students is available only for students aged 13 and above. Any students below this age may manage their tasks and lessons from their parent's Musiplan for Parents account. If a child has provided information to Musiplan without parental consent then we ask you to contact us immediately at report@musiplan.com so that we can fully remove the data from our system.

4. What are my rights regarding my personal data?

- You can opt out of us collecting any part of your personal data. However, we are unable to continue offering our services to you, should you choose to do this. You can contact us anytime using the contact details below to ask us to do this, or you can delete your account in Settings.
- You can request a full list of all the personally identifiable data we hold about you anytime by selecting this option in Settings.
- You can request a fill list of *all* data, including analytics, by contacting us at the designated address below.
- You can contact us at any time to update any data that you feel is incorrect.

What are my rights regarding my personal data? (2) ➡

4. What are my rights regarding my personal data?

- You can request that we erase any part of your data. However, your ability to use Musiplan may be affected, depending on what you request.

To carry out any of the above rights, please contact us using the details listed below in the 'Contacting Us' section. We cannot guarantee an immediate response however at most, queries will take one week following submission.

Concerns and complaints

If you have any concerns or complaints regarding privacy please feel free to contact us anytime at support@musiplan.com. Should you feel your complaint has not been resolved according to your request, you reserve the right to contact your local data protection supervisory authority. You can find the UK's Information Commissioner Office here: https://ico.org.uk/make-a-complaint/.

Contacting Us ➡

Contacting us

You can contact us at any time with queries relating to any aspect of Musiplan, including this privacy policy. Simply use the details below.

support@musiplan.com

musiplan.com/support

Musiplan.