

Watkins Instrument Repair

Privacy Notice

The law is changing about personal data that I hold about you. On the 25th May 2018 the General Data Protection Regulation (GDPR) will come in to effect, giving you more control over how your data is used. This privacy notice describes how I, John Watkins (Watkins Instrument Repair), use the data that I have about you.

You have the right to view what data I have and amend or delete as you wish.

If you have any questions or would like any more information, please feel free to contact me.

What information do I hold?

The information that I have for my piano tuning clients is their name, phone number, email address, residential address, details of your piano (make, model, serial number, age if possible, straight/over strung, over/under dampered and pitch at the last tune), the date of their first tune and the date of their most recent tune. Please note that I may not have all of the above information for all of my clients.

Why do I hold this information and how is it used?

I need this information in order to run my business. Contact information is used when for site visits. The date of the first tune shows me when I started working with the instrument, and the date of the last tune tells me when another tune is due. The make and model of the piano is helpful when ordering replacement parts. The record of pitch shows me if the piano has dropped or risen in pitch since the last tune. Data is kept until I am asked to delete it.

Is the information shared with anyone?

The contact information is stored with third party mail software in order to synchronise with my phones and email address book. Details of dates of appointments are stored on third party calendar software and in a database stored on cloud software for backup purposes. All systems are password protected and only accessible by me and occasionally an administrator who helps with admin tasks in the office. The information is not shared with any other party and is only shared with an administrator to help me with work exclusively within my business.

Opt in

I use the date of the previous tune to send a reminder out when the piano is due the next tune. Under the new GDPR law this is now an "opt in" option.

Your rights

You have the right to see what data I hold about you. You also have the right to make amendments or to request that I delete all or part of your data. Please contact me with the request and I will respond within a week.