

Privacy Policy

1. Introduction

Grace Note Music School (Pty) Ltd ("we", "us", or "our") respects your privacy and is committed to protecting your personal information. This Privacy Policy outlines how we collect, use, store, and protect your personal information in compliance with the Protection of Personal Information Act (POPIA) of South Africa.

2. Personal Information We Collect

We may collect the following types of personal information:

- **Personal Identification Information:** Name, surname, ID/passport number, contact details (phone number, email address), and address.
- **Financial Information:** Payment details, banking information, and transaction history.
- **Usage Data:** Information about your interactions with our website, services, and communications.
- **Marketing Preferences:** Your preferences regarding receiving marketing communications from us.

3. How We Collect Personal Information

We collect your personal information in various ways, including:

- When you interact with our website or social media pages.
- When you contact us via phone, email, or other communication methods.
- When you register for our services, newsletters, or other offerings.

4. Use of Personal Information

We use your personal information for the following purposes:

- To provide and manage our services to you.
- To process payments and transactions.
- To communicate with you regarding updates, news, and offers.
- To improve our services and website functionality.
- To comply with legal and regulatory requirements.

5. Sharing Your Personal Information

We will not sell or share your personal information with third parties, except:

- When required by law or regulatory authorities.
- With trusted service providers who assist us in operating our business, subject to strict confidentiality agreements.
- To protect our rights, property, or safety, and that of our clients.

6. Data Security

We implement appropriate technical and organisational measures to secure your personal information against unauthorised access, alteration, disclosure, or destruction.

7. Your Rights

As per POPIA, you have the right to:

- Access and request a copy of your personal information.
- Request correction or deletion of your personal information.
- Object to the processing of your personal information.
- Withdraw your consent to our use of your personal information at any time.

8. Cookies and Tracking Technologies

Our website may use cookies and similar technologies to enhance your experience. You can manage your cookie preferences through your browser settings.

9. Retention of Personal Information

We retain your personal information for as long as necessary to fulfil the purposes outlined in this policy unless a longer retention period is required or permitted by law.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and where appropriate, notified to you by email.

11. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us at:

Email: info@gracenotemusicschool.co.za

Phone: 072 488 4348

Address: 94 Marija Street, Wonderboom, Pretoria