

As a valued member of our singing community your privacy is important to us!

After purchasing one of our products (vocal lessons, showcase tickets etc) or enrolling in any workshops or events with us, the personal data we may hold about you is as follows:

First Name, Last Name, Email Address, Telephone/Mobile Number.

Please be assured that we will only use your personal information to administer your account and to provide the products and services you have requested from us. We will never sell, share or use your personal information other than as described in our Privacy Policy below.

Privacy Policy

General Guidance on Privacy Notices

In accordance with the General Data Protection Regulation (GDPR), we provide a privacy notice to all individuals at the time they provide their personal data in a clear, concise, intelligible and accessible manner. Where services are likely to be used by children, this information is provided in plain, easy to understand, language.

For the purpose of the Data Protection Act 1998 (the Act), and the new General Data Protection Regulation (GDPR), the data controller is Dr Caren Hession, who can be contacted through our website at www.carenhession.com or via post to Dr Caren Hession, Oranmore, Co. Galway, Ireland.

What information do we collect about you?

We only collect and process the personal data you opt to provide through our online emailing service, our newsletter subscriptions and our product or service purchases once you chose to make a purchase or contact us directly. This personal information includes: your name, your email address and a contact number.

From time to time, sensitive personal data relating to health or any additional needs may be requested in order to best deliver the services or products required. In such cases, your explicit signed consent for the necessary processing of such sensitive data will be requested.

Where information to avail of our products/services is provided through a third party (ie. for payment, processing and/or delivery of services/promotional material as well as website management), these third party services also adhere to the new GDPR regulations. Such parties include MailChimp and Clearbookings whose privacy policy is available via the following links (<https://mailchimp.com/legal/privacy>; <https://www.clearbookings.com/privacy>).

In the case of minors (Under 16yrs), consent for the processing of personal data will be requested from the person holding 'parental responsibility'. Where necessary, identification in the form of a passport or birth cert of both child and parental figure will be requested.

Please note in the case of online services offered to children, our data controller does not need to seek the consent of parental figures when the processing of personal information is related to preventive or counselling services offered directly to the child.

How will your information be used?

Administering finance (e.g. fees, contracts and payments)

Providing support services

Providing, IT and information services

Managing accounts

Monitoring equal opportunities

Carrying out research and statistical analysis

Providing operational information

Promoting /marketing our products and services

Safeguarding

Security

Preventing and detecting crime

Where necessary for your legitimate interests

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to find out more about how the processing for the new purpose is compatible with the original purpose, please email us.

You will receive marketing communications from us if you have: requested information from us or purchased goods or services from us; or if you provided us with your details and ticked the box at the point of entry of your details for us to send you marketing communications; and in each case, you have not opted out of receiving that marketing. You may ask us to stop sending you marketing messages at any time by emailing us at info@carenhession.com. Where you opt out of receiving our marketing communications, this will not apply to personal data provided to us as a result of a product/service purchased.

If we need to use your personal data for a purpose unrelated to the purpose for which we collected the data, we will notify you and we will explain the legal ground of processing. We may process your personal data without your knowledge or consent where this is required or permitted by law.

What is our legal basis for processing your personal data?

We may have to share your personal data with the parties set out below for the purposes set out in the list above, this can also be extended to: Service providers who provide IT and system administration services, Professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services, Revenue & Customs, regulators and other authorities based in Ireland and other relevant jurisdictions who require reporting of processing activities in certain circumstances, FRAUD PREVENTION AGENCIES, third parties to whom we sell, transfer, or merge parts of our business or our assets.

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions and the new GDPR regulations.

GDPR states that personal data must be kept 'no longer than is necessary' for the purposes beneficial to a client' and we adhere to this statement. In relation to our newsletter mailing service we will retain your data until you unsubscribe.

What are your rights?

You have a right to access your personal information, to object to the processing of your personal information, to rectify, to erase, to restrict and to port your personal information at any stage. Such requests or objections should be made in writing to our Data Controller.

Security of your information

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know such data. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

In addition please note, although the transmission of information via the internet is not completely secure, we will do our best to protect your data. However, we cannot guarantee the security of your data transmitted to our website and therefore any transmission is at your own risk.

How to make a complaint

If you are unhappy with the way in which your personal data has been processed you may in the first instance contact Dr Caren Hession using the contact details above who will try to respond to all legitimate requests within one month. Occasionally this may take longer if your request is particularly complex or you have made a number of requests. In this case, you will be notified and updated. If you remain dissatisfied then you have the right to apply directly to the Data Protection Commissioner for a decision at:

Dublin Office

Data Protection Commission
21 Fitzwilliam Square, Dublin 2,
D02 RD28, Ireland

Portarlington Office

Canal House
Station Road
Portarlington
R32 AP23 Co. Laois

We reserve the right to change this policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the website and you are deemed to have accepted the terms of the policy on your first use of the website following the alterations. Please check back frequently to see any updates or changes to our privacy policy.

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