

Privacy Policy (until March 2022)

1. In order to continue providing the high quality of service we are renowned for, our website uses some basic tracking software to improve your experience on our website.

They are: - AddThis, - GoogleAnalytics, - Web-Stat

Definitions/Explanations of tracking types

- AddThis spreads content across the Web making it easy for visitors to bookmark and share with other people. Provides statistics about bookmarking and sharing activity of users, and helps visitors create buzz for sites to increase popularity and ranking. AddThis is a ClearSpring Technologies company.

- Clicky is a web analytics platform that provides real-time data to publishers for reporting purposes. The platform supports affiliate partnerships, tracking users with blocked javascript tags as well as filtering and segmenting audiences. Clicky is a product of Roxr Software.

- Facebook (Facebook Beacon, Facebook Connect, Facebook Conversion Tracking, Facebook Social Graph, Facebook Social Plugins) is an online social network accessible to anyone with an active email address. People use Facebook to keep up with friends, upload photos, share links and videos, and learn more about the people they meet.

- Google Analytics is a free service offered by Google that generates detailed statistics about visitors to a Web site for marketers. Google Analytics makes it possible to track users across search engines, email campaigns and display advertising giving advertisers the opportunity to optimize campaigns on multiple platforms.

- Web-Stat is a web analytics and tracking tool. It provides live web site traffic analysis and hit counters. Web-Stat is a product of Web Tracking Services.

- Twitter is a service used to communicate and stay connected through the exchange of quick, frequent online and mobile messages. People write short updates, often called "Tweets" of 140 characters or fewer. These messages are dynamically posted to a Twitter profile or a blog and sent to your followers

Privacy Notice for Buyers and Hire Customers

1. What we need

Our Personal Data Protection Policy governs the use and storage of your data. We can provide this Policy on your request.

Jaques Samuel Pianos Ltd is a Controller of the personal data you (data subject) provide to us. We collect the following types of personal data from you:

Name, Address, Telephone number, E-mail address, Payment card details

2. Why we need it

We need your personal data in order to provide you with the following services:

Name, address and telephone number to register you as a customer

Name and address for invoicing purposes

Payment card details to charge for services we provide

Name and address for transport purposes if this service is selected by you

Address and e-mail address for marketing purposes

3. What we do with it

Your personal data is processed by Jaques Samuel Pianos Ltd in United Kingdom. We will share your data with a transportation company and piano technician only if such services are provided.

4. How long we keep it

Our Data Retention Policy governs the retention periods of personal data. We will keep Sale Documents indefinitely for archive purposes. Any personal data held by us for marketing purposes will be kept until such time that you notify us that you no longer wish to receive this information. We can provide on your request our Data Retention Policy for more information on our retention schedule.

5. Your rights

Under General Data Protection Regulation (GDPR) you have the following rights: to information, to access, to rectification, to be forgotten, to restriction of processing, to notification, to data portability, to object and to appropriate decision making.

Should you believe that any personal data we hold on you is incorrect or incomplete, you have the ability to request to see this information, rectify it or have it deleted. Please contact us in order to be provided with Data Subject Access Request Form.

In the event that you wish to complain about how we have handled your personal data, please contact Terence Lewis at GDPR@jspianos.com or in writing at Jaques Samuel Pianos Ltd, 142 Edgware Road, London W2 2DZ. Our Director will then look into your complaint and work with you to resolve the matter.

If you still feel that your personal data has not been handled appropriately according to the law. You can contact Information Commissioner's Office and file a complaint with them.

Privacy Notice for Practice Room Customers

1. What we need

Our Personal Data Protection Policy governs the use and storage of your data. We can provide this Policy on your request.

Jaques Samuel Pianos Ltd is a Controller of the personal data you (data subject) provide to us. We collect the following types of personal data from you:

Name, Telephone number, E-mail address, Payment card details

2. Why we need it

We need your personal data in order to provide you with the following services:

Name and telephone number to register you as a customer

Payment card details to charge for practice room hire

E-mail address for marketing purposes

3. What we do with it

Your personal data is processed by Jaques Samuel Pianos Ltd in United Kingdom. We will not share your data with any other company unless required by law.

4. How long we keep it

Our Data Retention Policy governs the retention periods of personal data. We will keep your data except e-mail address for one year after your last contact with us. After this period your personal

data will be irreversibly destroyed. Any personal data held by us for marketing purposes will be kept until such time that you notify us that you no longer wish to receive this information. We can provide on your request our Data Retention Policy for more information on our retention schedule.

5. Your rights

Under General Data Protection Regulation (GDPR) you have the following rights: to information, to access, to rectification, to be forgotten, to restriction of processing, to notification, to data portability, to object and to appropriate decision making.

Should you believe that any personal data we hold on you is incorrect or incomplete, you have the ability to request to see this information, rectify it or have it deleted. Please contact us in order to be provided with Data Subject Access Request Form.

In the event that you wish to complain about how we have handled your personal data, please contact Terence Lewis at GDPR@jspianos.com or in writing at Jaques Samuel Pianos Ltd, 142 Edgware Road, London W2 2DZ. Our Director will then look into your complaint and work with you to resolve the matter.

If you still feel that your personal data has not been handled appropriately according to the law. You can contact Information Commissioner's Office and file a complaint with them.