

Data & Privacy Policy

At Teach Major, we take your privacy seriously and want to be completely transparent about how your personal and payment information is used.

This policy explains what we collect, how payments work (including ClassForKids subscriptions and one-off payments), and how your data is protected.

1. Who we are

Teach Major provides music education and arts services for children and schools.

For data protection purposes, Teach Major is the "data controller", meaning we are responsible for how your personal data is used.

2. What information we collect

When you register with Teach Major, you provide your details directly through our secure booking platform, ClassForKids.

This typically includes:

- **Parent/guardian name**
- **Student name and age**
- **Email address and phone number**
- **Emergency contact details**
- **Lesson and booking information**
- **Payment method setup (processed securely via Stripe/ClassForKids)**

You enter this information yourself when signing up for lessons, meaning it is securely submitted directly into our booking system.

We do not manually collect or input your personal data from paper forms or other sources.

Importantly, we do not store or have access to full card details or bank account information at any time.

3. How payments work (IMPORTANT – please read)

Teach Major uses secure third-party systems such as **ClassForKids and Stripe** to process payments.

This means:

- We **do not store your card details**
- We **do not have access to your bank account**
- We **cannot set up or take Direct Debits**

Subscriptions (monthly payments)

Some lessons are paid via a **subscription model through ClassForKids**.

This works as follows:

- You enter your card details securely into ClassForKids
- You authorise recurring monthly payments
- Payments are then automatically taken each month by Stripe (the payment provider) as a subscription.

This is **NOT a Direct Debit**

A Direct Debit requires a bank mandate and the Direct Debit Guarantee. We set up subscriptions only.

One-off payments

Some bookings or lessons may be paid as a **single payment**.

- You enter your card details securely at the time of payment
- The payment is processed instantly by Stripe
- We do not store your card details after payment is completed

4. Payment security

All payments are processed securely by Stripe and/or ClassForKids payment systems.

These providers are fully PCI-compliant (industry standard for payment security), meaning your financial information is encrypted and handled securely at all times.

You can learn more about Stripe/ ClassForKids security here:

[For Parents and Carers: How to Manage Your Subscription | ClassForKids Help Center](#)

5. How we use your information

We use your data only to:

- Register students for lessons
- Manage lesson schedules and attendance
- Process payments and subscriptions
- Communicate lesson updates or important information
- Respond to enquiries or support requests

We do not sell or share your data for marketing purposes.

6. Data storage & access

Your data is stored securely within trusted systems (such as ClassForKids and Stripe).

Only authorised Teach Major staff can access relevant information needed to run lessons and admin.

7. Data retention

Your information is stored securely within our booking system (ClassForKids) and associated payment providers.

We retain personal data for as long as it is necessary to:

- **Manage lesson bookings and attendance**
- **Maintain customer records and communication history**
- **Process payments and subscriptions**
- **Meet legal, accounting, and safeguarding obligations**
- **Communicate relevant updates or information about our services (where appropriate consent or legitimate interest applies)**

If you stop using our services, we may still retain limited information via ClassForKids for administrative, financial, or legal purposes. You can also request deletion of your data at any time, where this does not conflict with legal or regulatory requirements.

Data is stored securely within ClassForKids and is only accessible to authorised Teach Major staff.

8. Your rights (GDPR)

You have the right to:

- Request a copy of your personal data
- Request correction of incorrect information
- Request deletion of your data (where legally possible)
- Withdraw consent for communications

9. Important clarification (please read)

- We do **not store card details**
- We do **not operate Direct Debits**
- We do **not have access to your bank account**
- All payments are handled securely by third-party providers (Stripe/ClassForKids)

If you see a recurring payment, it is a **subscription you previously authorised**, not a bank instruction or Direct Debit.

10. Contact us

If you have any questions about this policy or your data, please contact:

Teach Major Finance

admin@teachmajor.com