

Must Love Music Privacy Policy

Must Love Music understands that you value your privacy. You have the right to know how your personal information is collected and used.

WHAT PERSONAL INFORMATION DO YOU COLLECT ABOUT ME?

As part of our registration process and ongoing customer service, we collect certain personal information about you. The following is a list of the information we collect:

- Name
- Address
- Phone number(s)
- Email address
- Date of Birth / Age
- Gender
- Customer satisfaction information
- Opinions about products & services
- Purchase history

HOW DO WE USE THIS INFORMATION?

Below is a quick description of how your information is by Must Love Music.

COMPLETING REGISTRATION:

- Student name, age, gender
- Address, phone, email

CUSTOMER SERVICE & RELATIONSHIP MANAGEMENT:

To always provide better customer service and programming, Must Love Music will periodically ask for the following information:

- Customer satisfaction information
- Opinions about our services

To ensure we are following effective bookkeeping practices, Must Love Music also keeps electronic records of your payment history.

LEGAL INFORMATION:

Our program is set up so you can apply for Canada's Art tax credit. The following personal information must be included on each receipt to be eligible for the credit.

- Student's name(s) & guardian (when needed)
- Address
- Method of payment & cheque number
- Student name & date of birth

MARKETING:

To understand our demographics & continue to provide the highest level of piano instruction, the following information will be used in our marketing plan. Your personal information will NOT appear without your express consent.

Examples:

- Photos or video appearing on our website or social media... express written consent from student (or guardian in the case of minors) using photo & video release form.
- Testimonials ... express written consent

If it is a necessary part of any of these transactions, Must Love Music may disclose your information to another company. For example, when depositing your cheque the bank will need to see and process your banking information provided on the cheque.

Must Love Music Privacy Policy

This policy is applicable to websites falling under the primary holder www.mustlovemusic.ca and all its URLs (the pages of the website).

If you choose to participate in discussions or view any social media (Facebook, LinkedIn, YouTube) that Must Love Music uses, the same privacy policy is in effect for those pages as well.

WHAT PERSONAL INFORMATION IS COLLECTED FROM THE WEBSITE & SOCIAL MEDIA?

All website servers collect basic information about visitors to those sites. This information can include:

- Information about your computer, including your IP address, the type of operating system and browser you use, and your computer's location
- What pages you visit on our site and what links you click on
- What other sites you've visited recently

The previous information cannot personally identify you. Servers collect this information for maintenance purposes. Must Love Music uses this information to see what information you find most beneficial and improve our services to you.

If you choose to follow links from Must Love Music's web pages, those pages are governed by their own privacy policies.

Must Love Music does NOT share any personal information with third parties.

COOKIES & WEB BEACONS

Your web browser (i.e. Internet Explorer, Mozilla Firefox, Safari, etc.) may use cookies to store information about your online history and web page preferences. This allows your browser to load pages faster and present you with customized content.

If you have security concerns, you have the ability to disable cookies. If you choose to disable all cookies, you may not be able to properly view all sites. Another option is to choose which cookies to disable or enable on a site-by-site basis. Each browser has a different method to set up your security. A quick search will let you should show how to set this up and which cookies are benign or possibly dangerous.

**Must Love Music takes the protection of your personal information seriously.
If you have any questions please do not hesitate to contact us!**

Must Love Music:
www.mustlovemusic.ca

Canada's Art tax credit (CRA):

<http://goo.gl/gvx1N>

Office of the Privacy Commissioner of Canada: www.priv.gc.ca