



*music makes
me happy*

Music of Life Foundation Privacy Notice

1. Who we are

Music of Life Foundation (“**we**”, “**us**”, “**the Charity**”) is a registered charity (No. 1102827) and company limited by guarantee (No. 4963498). We provide music education and related services, primarily supporting disabled children and young adults.

We are the **data controller** for the personal data we collect and use.

If you have any questions about this notice, please contact our Data Protection Lead:

Data Protection Lead: Maria Teterina

Email: mteterina@mofl.co.uk

2. The personal data we collect

We collect different types of personal data depending on your relationship with us. This may include:

- Name
- Postal address
- Email address
- Telephone number
- Date of birth
- Gender identity

We collect personal data when you:

- Take part in or register your child for our music programmes
- Attend our concerts or events
- Volunteer with us
- Donate or fundraise for us
- Subscribe to newsletters
- Contact us via our website or social media

Special category data

We may collect sensitive information such as:

- Medical information or additional needs of programme participants
- Information relating to complaints or accidents

We use this information to:

- Design appropriate learning programmes
- Ensure your safety and wellbeing
- Meet our safeguarding obligations
- Monitor progress and outcomes
- Respond to complaints or incidents

3. Our lawful bases for using your data

We use your personal data under one or more of the following lawful bases:

- **Consent:** for newsletters, marketing, and some health information
- **Contract:** to deliver workshops, activities, and services
- **Legal obligation:** including safeguarding of children and vulnerable adults, accounting, and regulatory requirements
- **Legitimate interests:** to operate and improve our charitable services
- **Vital interests:** where necessary to protect someone's life

Special category data is processed on the basis of **explicit consent** and/or **substantial public interest**, including safeguarding.

4. How we use your personal data

We use personal data to:

- Deliver our music programmes and related services
- Communicate about events, activities, and opportunities
- Carry out marketing and profile-raising
- Maintain relationships with partners and stakeholders
- Support fundraising activities
- Recruit staff, trustees, and volunteers
- Support safeguarding and wellbeing
- Monitor and improve our services
- Meet legal, regulatory, and governance obligations

We never sell personal data to third parties.

5. Sharing your personal data

We may share personal data with:

- Workshop leaders, staff, and consultants
- Trustees for governance purposes
- Trusted service providers (for example research organisations, cloud storage, email platforms and payment processors)
- Regulators or statutory authorities where we are legally required to do so

We may share anonymised statistics with our partners and funders, but these will not identify individuals.

6. International transfers

Some of our cloud-based service providers operate outside the UK and EEA. Where personal data is transferred internationally, we ensure appropriate safeguards are in place in line with UK GDPR.

7. Donors

As a fundraising organisation, we undertake in-house research and from time to time engage specialist agencies to gather information about current and potential donors from publicly available sources.

We may also carry out wealth screening to fast track the research using our trusted third party partners. We may also carry out research using publicly available information to identify individuals who may have an affinity to our cause but with whom we are not already in touch. This may include people connected to our current major supporters, trustees or other lead volunteers. We also use publicly available sources to carry out due diligence on current and potential donors in line with our Donations Acceptance Policy and to meet money laundering regulations.

This research helps us to understand more about you as an individual so we can focus conversations we have with you about fundraising and volunteering in the most effective way and ensure that we provide you with an experience as a donor or potential donor which is appropriate for you. We shall be relying on legitimate interest to conduct this research.

If you would prefer us not to use your data in this way, please contact our Data Protection Lead.

8. How long we keep your data

We keep personal data only for as long as necessary. Key retention periods include:

- Accounting records and Gift Aid: **7 years**
- Donor records: **7 years** after the last donation
- Staff, volunteer, and trustee records: **6 years** after their engagement ends
- Programme participant records: **up to 6 years** after our last contact with you, or longer if required for safeguarding purposes
- Safeguarding and incident records: in line with legal and safeguarding guidance

We use appropriate technical and organisational measures to protect personal data from unauthorised access, loss, or misuse.

When data is no longer needed, it is securely deleted, anonymised, or destroyed.

9. Your rights

You have the right to:

- Be informed about how your data is used
- Access your personal data
- Request correction or deletion of your personal data
- Restrict or object to the processing of your personal data
- Request data portability (where applicable)
- Withdraw consent at any time

Requests should be sent to the Data Protection Lead. We aim to respond within one month.

10. Cookies and our website

Our website may collect:

- Contact-form submissions
- Newsletter sign-ups
- Basic analytics data

A separate Cookies Policy is available on our website.

11. How to complain

If you have concerns about how we handle your data, please contact our Data Protection Lead.

You also have the right to complain to the Information Commissioner's Office (ICO): <https://ico.org.uk/concerns>.

Adopted: **September 2026**

Next Review: **September 2027**

Signed:



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Rutger Beelaerts

Chair of Trustees



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Maria Teterina

Chief Executive Officer