



Will Hay Piano Tuition – Core Policy Pack 2026

Safeguarding • Privacy and Data Protection • Tuition Terms and Conditions • Photography, Video and Audio Consent

Owner: Will Hay, trading as Will Hay Piano Tuition

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This pack is written for Will Hay's current sole-trader piano-teaching practice in England. It is practical policy wording, not a substitute for tailored legal advice.

Policy 1: Safeguarding and Child Protection

1. Purpose and commitment

Will Hay Piano Tuition is committed to safeguarding and promoting the welfare of every child and young person who receives tuition or takes part in a studio activity. A child is anyone under 18.

The welfare of the child is paramount. All children have an equal right to protection from abuse, neglect, exploitation and harm, regardless of age, disability, sex, gender identity, race, religion or belief, sexual orientation, family circumstances, communication needs or background.

This policy applies to face-to-face lessons in the home studio, lessons in schools or other venues, online lessons, concerts, workshops, rehearsals, communications and any related photography, audio or video activity.

2. Responsibility and accountability

Will Hay is the person responsible for safeguarding within his independent teaching practice. He will maintain appropriate safeguarding knowledge, an Enhanced DBS check where eligible and required, suitable insurance, and accurate records of concerns and action taken.

When working within a school or another host organisation, Will will follow that organisation's safeguarding and reporting procedures, promptly inform its Designated Safeguarding Lead (DSL), and cooperate with any required referral or investigation. This policy supplements rather than replaces the host organisation's policy.

3. Safer working practice

Will will maintain clear professional boundaries and plan teaching so that it is safe, observable and appropriate to the pupil's age and needs.

- Parents or carers will be told where and when lessons take place and how collection arrangements operate.
- The home studio will be arranged so that a parent or carer can remain nearby or access the teaching space by prior arrangement.
- Doors will not be locked during a lesson. Privacy will be balanced with appropriate visibility and audibility.
- One-to-one lessons will remain focused on tuition. Favouritism, secrecy, inappropriate gifts, sexualised language, humiliation, bullying and unnecessary personal discussion are unacceptable.
- Any physical contact will be limited, explained in advance and used only when genuinely helpful for musical or technical demonstration. The pupil's permission will be sought and a non-contact explanation will be used if preferred.
- Will will not transport a pupil alone unless a parent or carer has expressly agreed the arrangement in advance and it is necessary and appropriately insured.
- Medication, intimate care and personal care are the responsibility of the parent, carer or host setting unless an emergency requires proportionate action.

4. Communication and online teaching

Routine communication about pupils under 18 will normally be with a parent or carer. Direct communication with a young person will be limited to appropriate lesson administration or learning material, using an agreed channel and with the parent or carer copied or able to view it wherever practicable.

- Private social-media contact with pupils is not appropriate.
- Messages will be professional, necessary and normally sent at reasonable times.
- Online lessons must take place in a suitable shared or supervised home environment. A parent or carer should be present in the home and available if needed.
- Lessons will not be secretly recorded. Any agreed recording is also governed by the Photography, Video and Audio Consent Policy.

5. Recognising and responding to concerns

A safeguarding concern may arise from something a child says, an injury or change in behaviour, an observation, a message, information from another person, or an allegation about an adult. Will is not responsible for investigating or deciding whether abuse has occurred. His role is to listen, record and refer appropriately.

If a child makes a disclosure, Will will:

- stay calm, listen and take the child seriously;
- avoid leading questions and ask only what is necessary to clarify immediate safety;
- not promise confidentiality, explaining that information may need to be shared with people who can help;
- reassure the child that speaking was the right thing to do and that the situation is not their fault;
- make a factual, dated record as soon as possible, using the child's own words where relevant; and
- take advice or make a referral without avoidable delay.

Where there is an immediate risk of serious harm, Will will call 999. For a child who lives in Cheshire West and Chester, concerns can be discussed with the Integrated Access and Referral Team (i-ART) on 0300 123 7047; outside office

hours the Emergency Duty Team is 01244 977277. For a child living elsewhere, the relevant local authority children's social care service will be contacted.

Parents or carers will normally be informed about a concern or referral unless doing so may increase risk to the child, prejudice an investigation, or conflict with advice from children's social care or the police.

6. Allegations about the teacher or another adult

Any allegation that an adult working with children has harmed a child, may have harmed a child, committed a criminal offence involving a child, or behaved in a way indicating possible risk to children will be treated seriously.

In a school, the concern must be reported immediately through the school's safeguarding procedure. In independent practice, advice will be sought promptly from the local authority's children's social care service and, where relevant, the Local Authority Designated Officer (LADO). The adult concerned will not conduct their own investigation or contact the child to discuss the allegation.

7. Records, confidentiality and information sharing

Safeguarding records will be factual, dated, stored securely and kept separately from ordinary teaching notes. Information will be shared only with those who need it to protect a child, meet a legal duty or support an authorised safeguarding process. Data-protection law does not prevent proportionate information sharing where a child may be at risk.

8. Missing child, late collection and emergencies

If a child does not arrive, leaves unexpectedly, is not collected, becomes unwell or there is an emergency, Will will try the parent or carer and use the emergency contact supplied. If safety cannot be secured promptly, he will contact the host setting, children's services or emergency services as appropriate. A child will not be left alone or sent away without a safe arrangement.

9. Review

This policy will be reviewed annually and sooner following a safeguarding incident, significant change in working practice, new statutory guidance or advice from a school or safeguarding authority.

Policy 2: Privacy and Data Protection Notice

1. Who is responsible for your information

Will Hay, trading as Will Hay Piano Tuition, is the data controller for personal information used in his independent piano-teaching practice. Contact may be made by email at pianoteacher@whay.me or by post to 24 Green Howards Road, Chester. CH3 6FA

When Will teaches on behalf of a school, agency or other organisation, that organisation may be a separate data controller for information it collects. Its privacy notice will also apply.

2. Information collected

Depending on the service, the following information may be collected about pupils, parents, carers and enquirers:

- names, dates of birth or age, pronouns and contact details;
- parent, carer and emergency-contact information;
- lesson bookings, attendance, fees, invoices, payment records and correspondence;
- learning goals, repertoire, progress notes, examination or performance information and reasonable adjustments;
- relevant medical, access, allergy or safeguarding information voluntarily supplied or necessary for safety;
- photographs, audio or video where a separate choice or permission applies;
- website form submissions, newsletter choices and basic technical information generated by websites or services; and
- records needed for tax, insurance, complaints, incidents, safeguarding or legal claims.

3. Why information is used and the lawful bases

Personal information is used only where there is a valid reason under UK data-protection law.

- Contract: to respond to an enquiry, register a pupil, schedule and deliver lessons, communicate about tuition, issue invoices and administer performances or packages.

- Legal obligation: to maintain tax and accounting records, respond to lawful requests, and meet applicable safeguarding, insurance or other legal duties.
- Legitimate interests: to manage a safe and effective teaching practice, maintain proportionate lesson and business records, recover unpaid fees, protect legal rights, improve services, and communicate with existing families about closely related studio activity. These interests are balanced against the rights and expectations of the individuals concerned, especially children.
- Consent: where a genuine optional choice is appropriate, particularly for defined public uses of a pupil's photograph, video, audio, testimonial or marketing communication. Consent may be withdrawn for future use.
- Vital interests or safeguarding necessity: exceptionally, to share information needed to protect someone's life, safety or welfare.

Special-category information, such as relevant health information, will be used only when there is an additional lawful condition, for example explicit consent or the need to protect vital interests or establish, exercise or defend legal claims.

4. Children's information

Children merit particular protection. Information will be limited to what is necessary, explained in clear language, kept secure and used with the child's best interests in mind. Depending on the child's age and understanding, their views and data-protection rights will be recognised alongside the role of the parent or carer.

5. How information is obtained

Information is usually supplied directly by a parent, carer, adult pupil or pupil. It may also come from a school, music-service provider, examination body, payment provider, website form, event organiser or another person authorised to coordinate the tuition.

6. Service providers and sharing

Information may be processed using services that support teaching and administration, currently including My Music Staff, email and Google services, website and form providers, payment or banking services, accounting records,

and secure photo, video or file storage. Only the information needed for the task will be used.

Information may also be shared with a school, venue, accompanist, examination body, event organiser, professional adviser, insurer, accountant, IT provider, law-enforcement agency, court, local authority or safeguarding professional where this is necessary and lawful. Personal information is not sold.

Some providers may store or access information outside the United Kingdom.

Where this happens, reasonable steps will be taken to use a provider and transfer mechanism offering appropriate protection.

7. Storage and security

Reasonable technical and organisational measures will be used, including access controls, device security, strong passwords, updates, appropriate backups and limiting access. Paper records will be stored securely. No system can guarantee absolute security, but suspected personal-data breaches will be assessed and managed promptly.

8. Retention

Information will not be kept for longer than reasonably necessary. The following working schedule applies unless a longer or shorter period is required by law, safeguarding advice, insurance or a live dispute:

- enquiries that do not become pupils: normally up to 12 months after the last meaningful contact;
- active pupil, parent and lesson-administration records: for the duration of tuition;
- routine teaching and contact records after tuition ends: normally up to 6 years;
- invoices, payment and tax records: normally at least 5 years after the relevant 31 January tax-return deadline, or longer where professional advice requires;
- safeguarding and serious incident records: retained separately for the period advised by safeguarding guidance, insurers or legal advisers;
- unused or unpublished media: reviewed regularly and normally deleted when no longer needed; and

- published media: reviewed when consent is withdrawn, the purpose ends, or continued use is no longer appropriate, recognising that printed material and third-party sharing cannot always be fully recalled.

9. Your rights

Subject to legal conditions and exemptions, individuals may ask for access to their personal information, correction, erasure, restriction, portability, or objection to certain uses. They may withdraw consent at any time without affecting earlier lawful use. A request will normally be answered within one month after identity and scope have been confirmed.

Concerns should first be raised with Will Hay using the contact details above.

Individuals also have the right to complain to the Information Commissioner's Office at ico.org.uk or by telephone on 0303 123 1113.

10. Automated decisions, marketing and changes

Will Hay Piano Tuition does not use personal information to make solely automated decisions with legal or similarly significant effects. Marketing choices will be respected and electronic marketing will follow applicable rules. This notice will be reviewed at least annually and whenever services, suppliers or data uses materially change.

Policy 3: Piano Tuition Terms and Conditions

1. Scope and agreement

These terms apply to piano lessons and related teaching services supplied by Will Hay Piano Tuition. Registration, booking or continuing lessons after receiving these terms indicates acceptance by the adult pupil or, for a child, the parent or carer responsible for the account.

Any school, agency, package or one-off booking may also have written arrangements specific to that service. Where there is a conflict, the specifically agreed written arrangement takes priority.

2. Lessons and teaching calendar

The normal lesson length, location, frequency and start date will be agreed before tuition begins. Regular school-age tuition generally follows the agreed school or studio calendar. Flexible packages and one-off lessons are subject to availability, booking rules and any stated expiry date.

The teacher may recommend repertoire, practice approaches, performances, examinations or projects, but progress depends on attendance, suitable practice and the pupil's engagement. Entry for an examination or performance will be discussed and is not guaranteed.

3. Fees and invoicing

The current fee, lesson duration and any package terms will be confirmed in writing. Regular tuition is normally invoiced monthly in advance. Payment is due by the date shown on the invoice. Examination fees, music, event tickets, travel or other extras are payable only where separately agreed.

Fees may be reviewed, normally with reasonable advance notice. Continued tuition after the effective date constitutes acceptance of the new fee. The teacher may pause lessons, withhold further bookings or end tuition where invoices remain overdue after reasonable reminders.

4. Pupil cancellations and absence

At least 24 hours' notice is required to cancel or rearrange a lesson. A lesson cancelled with less than 24 hours' notice, or missed without notice, is payable in full except where the teacher expressly agrees otherwise in exceptional circumstances.

Where sufficient notice is given, the teacher will try to offer an alternative time or online lesson, but a rearrangement cannot be guaranteed. Any credit or rescheduling arrangement must be used within the period stated by the teacher and does not create an ongoing entitlement to a particular alternative slot.

For lessons delivered within a school, school timetables, trips, closures, examinations and pupil availability can affect delivery. The applicable school or agency arrangement will determine whether an alternative, credit or charge applies.

5. Teacher cancellation

If the teacher cancels, the lesson will be rearranged, delivered online by agreement, or credited or refunded. The teacher is not liable for consequential loss arising from cancellation, but will communicate as promptly as reasonably possible.

6. Late arrival

A pupil who arrives late will normally receive the remainder of the scheduled lesson only, so that other pupils are not delayed. If the teacher is late, the time will be made up or credited where practicable.

7. Practice, instruments and materials

Pupils are expected to have reasonable access to a suitable, working piano or keyboard and to bring or access the music and materials requested. Parents and carers are encouraged to support regular, realistic practice without making it punitive.

Music and resources remain subject to copyright. Pupils must obtain legitimate copies where required and must not distribute teacher-supplied material beyond the permission given.

8. Conduct, safety and supervision

Pupils, parents and visitors must behave respectfully and follow reasonable safety instructions. Relevant medical, access, allergy or behavioural information should be shared where it may affect safe tuition. The teacher may stop a lesson if conduct, illness, risk or the environment makes it unsafe or seriously disrupts tuition.

Parents and carers remain responsible for safe arrival and collection. Siblings and other visitors remain under the parent or carer's supervision. The safeguarding policy applies to every child participating in tuition or studio activity.

9. Online lessons and technology

Online lessons require a suitable device, connection, camera position and safe environment. The pupil is responsible for their equipment and internet connection. If a significant failure is on the teacher's side, the affected time will be rearranged

or credited. If the failure is on the pupil's side, the teacher will make reasonable efforts to continue, but the lesson remains payable.

10. Performances, examinations and media

Participation in concerts, examinations, festivals, composition projects, recordings or other events is optional unless separately agreed. Additional fees, deadlines, venue conditions and supervision arrangements will be communicated in advance.

No public use of an identifiable pupil's image, video, audio, full name or testimonial will be assumed from these terms. Such use is governed by the separate Photography, Video and Audio Consent Policy and recorded choices.

11. Ending tuition

Either party may end a regular lesson arrangement by giving four weeks' written notice. Fees remain payable during the notice period whether or not the pupil attends, unless the parties agree otherwise. The teacher may end tuition immediately for serious misconduct, safeguarding concerns, persistent non-payment, harassment, unsafe behaviour or an irretrievable breakdown in the professional relationship.

Flexible packages and fixed blocks end according to their stated booking and expiry conditions and do not guarantee a future regular slot.

12. Liability and force majeure

Nothing in these terms excludes liability that cannot lawfully be excluded, including liability for death or personal injury caused by negligence, fraud, or the consumer's statutory rights. Subject to that, the teacher is not responsible for loss caused by inaccurate information supplied by the client, failure to follow reasonable advice, or events beyond reasonable control.

13. Privacy, complaints and changes

Personal information is handled under the Privacy and Data Protection Notice. Concerns should be raised promptly and calmly with Will Hay so that an informal resolution can be attempted. If unresolved, the concern should be put in writing with the outcome sought.

These terms may be updated for future lessons with reasonable notice. The current version and effective date will be supplied or made available to clients.

Policy 4: Photography, Video and Audio Consent

1. Purpose

Photographs, video and audio can celebrate progress, support feedback, document concerts and projects, and show prospective families what studio life is like. Because pupils include children, media will be handled carefully, transparently and with respect for each pupil's dignity and preferences. This policy covers media created by or for Will Hay Piano Tuition during lessons, concerts, rehearsals, workshops, composition projects and other studio activities. It does not govern a family's purely personal photography, although families may be asked not to publish images of other children.

2. Core principles

- Participation in public-facing media is optional and is not a condition of receiving tuition.
- Consent or permission choices will be specific enough to distinguish private learning use from public promotion.
- A child's own wishes will be respected even where a parent or carer has given permission.
- Media will be appropriate, respectful and limited to the stated purpose.
- Full names, school details, home addresses, routine locations and other identifying information will not be combined with a child's image unless there is a clear reason and express agreement.
- No image or recording will be sold or licensed to an unrelated third party without a separate agreement.

3. Consent choices

The following choices should be recorded separately for each pupil. Saying no to one option does not prevent agreement to another:

- private recording for the pupil or family, lesson feedback or progress review;
- sharing within a restricted student or parent portal, studio group or concert-participant group;
- display at a studio concert, lesson venue or internal studio presentation;
- publication on the piano-tuition website or Studio Notes;
- publication on Will Hay Piano Tuition social-media accounts;
- printed publicity, flyers, posters or professional portfolio material;
- use of an audio-only performance; and
- use of the pupil's first name, full name, age or no name.

Where a school or venue organises the activity, its own media policy and consent process may apply. Will will follow the more restrictive recorded choice where practicable.

4. Obtaining and recording consent

For pupils under 18, a parent or person with parental responsibility will normally provide the recorded choice. The pupil will also be asked or observed for assent in an age-appropriate way. An older child who has sufficient understanding may be able to exercise their own data-protection rights; any disagreement will be handled cautiously with the child's welfare and applicable law in mind.

Consent records will identify the pupil, permitted uses, naming preference, date, person giving permission and any expiry or restriction. Silence, attendance at a lesson or concert, or acceptance of the general tuition terms will not be treated as agreement to public promotional use.

5. Group events and audience photography

Before a concert or group activity, families will be told whether official recording is planned and how to opt out. Reasonable arrangements may include camera-free seating or framing, avoiding close-ups, excluding a pupil from edited material, or photographing only hands and instruments.

Audience members may be asked to photograph only their own child or to avoid publishing images containing other children. Will cannot guarantee or control every private audience recording, but will set clear expectations and respond to concerns where reasonably possible.

6. Storage, editing and publication

Media will be stored on access-controlled devices or services and shared only through appropriate channels. Editing may include cropping, exposure or sound adjustment and compilation, but will not misrepresent or embarrass a pupil. Public posts will avoid unnecessary identifying details and location patterns. Comments or sharing may be limited where the platform allows. Published material will be reviewed periodically and removed when no longer appropriate or when a valid withdrawal applies, subject to practical and legal limits.

7. Withdrawal and limitations

Consent may be withdrawn at any time for future use by contacting Will Hay. Reasonable steps will be taken to stop new publication and remove material controlled by Will from active online channels. Withdrawal does not make earlier use unlawful and may not enable recovery of printed items, downloads, screenshots, platform archives or copies already shared by others.

8. Media created by pupils and families

Pupils and families must not record a lesson or publish media featuring the teacher or another pupil without permission. Recordings supplied for learning remain for personal educational use unless a wider use is agreed.

9. Safeguarding and concerns

Media will never be created or used where doing so conflicts with a safeguarding restriction or could place a child at risk. Any concern about an image, recording or online response will be handled under the safeguarding and privacy policies as appropriate.

10. Consent record template

Pupil name: _____

Parent/carer or consenting adult: _____

Please record Yes / No beside each permitted use:

- Private learning and family sharing: Yes / No
- Restricted student/parent portal or studio group: Yes / No
- Studio concert or venue display: Yes / No

- Piano-tuition website or Studio Notes: Yes / No
- Will Hay Piano Tuition social media: Yes / No
- Printed publicity or professional portfolio: Yes / No
- Audio-only performance: Yes / No

Naming choice: No name / First name only / Full name / Other restriction:

Additional restrictions or expiry:

Signature: -----

Date: -----

Pupil assent recorded where appropriate: Yes / No / Not applicable

Governance and source framework

These drafts should be read alongside current official guidance, including [Working Together to Safeguard Children 2026](#), the [Cheshire West and Chester procedure for reporting concern about a child](#), and [Information Commissioner's Office guidance on children's information](#) and [photographs](#). Operational details should be checked at each annual review.

Policy register

Safeguarding and Child Protection — owner: Will Hay — review: September 2027 or sooner after an incident or guidance change.

Privacy and Data Protection Notice — owner: Will Hay — review: September 2027 or whenever processing changes.

Piano Tuition Terms and Conditions — owner: Will Hay — review: September 2027 or when fees or working arrangements change.

Photography, Video and Audio Consent — owner: Will Hay — review: September 2027 or when media practices or platforms change.