

Privacy Statement

White & Sentance Ltd is committed to ensuring that customers privacy is protected. We will only collect and use your personal data in accordance with this Privacy Statement and GDPR 2018 regulations, and in a lawful, fair and transparent manner.

As a business selling, restoring and maintaining pianos we collect and store the following information about our customers:

- Name and address
- Phone numbers and email address
- Brief description of piano(s)
- Tuning and maintenance record

This information is held to assist with business continuity and to enable us to contact customers for ongoing piano maintenance appointments/contracts and future discussions regarding upgrade, valuation, repairs and part-exchange of their instruments.

We collect this information directly from our customers. This information is only ever disclosed to third parties to complete orders or when legally required to do so. Any information passed on to third parties will be conducted within GDPR guidelines and will only be relevant to the requirements of providing our service.

We do NOT pass on or sell personal data to any other party except as described above.

The information is stored securely on our premises in electronic and paper formats and in accordance with GDPR regulations.

Customers can ask us to remove their details from our database at any time or request confirmation of what information we hold about them. Please contact us by letter or email if you wish to do this.