

1. An overview of data protection

General

The following gives a simple overview of what happens to your personal information when you visit our website. Personal information is any data with which you could be personally identified. Detailed information on the subject of data protection can be found in our privacy policy found below.

Data collection on our website

Who is responsible for the data collection on this website?

The data collected on this website are processed by the website operator. The operator's contact details can be found in the website's required legal notice.

How do we collect your data?

Some data are collected when you provide it to us. This could, for example, be data you enter on a contact form. Other data are collected automatically by our IT systems when you visit the website. These data are primarily technical data such as the browser and operating system you are using or when you accessed the page. These data are collected automatically as soon as you enter our website.

What do we use your data for?

Part of the data is collected to ensure the proper functioning of the website. Other data can be used to analyze how visitors use the site.

What rights do you have regarding your data?

You always have the right to request information about your stored data, its origin, its recipients, and the purpose of its collection at no charge. You also have the right to request that it be corrected, blocked, or deleted. You can contact us at any time using the address given in the legal notice if you have further questions about the issue of privacy and data protection. You may also, of course, file a complaint with the competent regulatory authorities.

Analytics and third-party tools

When visiting our website, statistical analyses may be made of your surfing behavior. This happens primarily using cookies and analytics. The analysis of your surfing behavior is usually anonymous, i.e. we will not be able to identify you from this data. You can object to this analysis or prevent it by not using certain tools. Detailed information can be found in the following privacy policy. You can object to this analysis. Below, we will inform you about how to exercise your options in this regard.

2. General information and mandatory information

Data protection

The operators of this website take the protection of your personal data very seriously. We treat your personal data as confidential and in accordance with the statutory data protection regulations and this privacy policy. If you use this website, various pieces of personal data will be collected. Personal information is any data with which you could be personally identified. This privacy policy explains what information we collect and what we use it for. It also explains how and for what purpose this happens. Please note that data transmitted via the internet (e.g. via email communication) may be subject to security breaches. Complete protection of your data from third-party access is not possible.

Notice concerning the party responsible for this website

The party responsible for processing data on this website is:

Kara Johnstad
Herbergerweg 14
14167 Berlin
Telephone: 030 8048 2205
Email: office@schoolofvoice.berlin

The responsible party is the natural or legal person who alone or jointly with others defines the purposes and means of processing personal data (names, email addresses, etc.).

Revocation of your consent to the processing of your data

Many data processing operations are only possible with your express consent. You may revoke your consent at any time with future effect. An informal email making this request is sufficient. The data processed before we receive your request may still be legally processed.

Right to data portability

You have the right to have data that we process based on your consent or in fulfillment of a contract automatically delivered to yourself or to a third party in a standard, machine-readable format. If you require the direct transfer of data to another responsible party, this will only be done to the extent technically feasible.

SSL or TLS encryption

This site uses SSL or TLS encryption for security reasons and for the protection of the transmission of confidential content, such as the inquiries you send to us as the site operator. You can recognize an encrypted connection in your browser's address line when it changes from "http://" to "https://" and the lock icon is displayed in your browser's address bar.

If SSL or TLS encryption is activated, the data you transfer to us cannot be read by third parties.

Encrypted payments on this website

If you enter into a contract that requires you to send us your payment information (e.g. account number for direct debits), we will require this data to process your payment. Payment transactions using common means of payment (Visa/MasterCard, direct debit) are only made via encrypted SSL or TLS connections. You can recognize an encrypted connection in your browser's address line when it changes from "http://" to "https://" and the lock icon in your browser line is visible. In the case of encrypted communication, any payment details you submit to us cannot be read by third parties.

Information, blocking, deletion

As permitted by law, you have the right to be provided at any time with information free of charge about any of your personal data that is stored as well as its origin, the recipient and the purpose for which it has been processed. You also have the right to have this data corrected, blocked, or deleted. You can contact us at any time using the address given in our legal notice if you have further questions on the topic of personal data.

Opposition to promotional emails

We hereby expressly prohibit the use of contact data published in the context of website legal notice requirements with regard to sending promotional and informational materials not expressly requested. The website operator reserves the right to take specific legal action if unsolicited advertising material, such as email spam, is received.

3. Data collection on our website

Cookies

Some of our web pages use cookies. Cookies do not harm your computer and do not contain any viruses. Cookies help make our website more user-friendly, efficient, and secure. Cookies are small text files that are stored on your computer and saved by your browser. Most of the cookies we use are so-called "session cookies." They are automatically deleted after your visit. Other cookies remain in your device's memory until you delete them. These cookies make it possible to recognize your browser when you next visit the site. You can configure your browser to inform you about the use of cookies so that you can decide on a case-by-case basis whether to accept or reject a cookie. Alternatively, your browser can be configured to automatically accept cookies under certain conditions or to always reject them, or to automatically delete cookies when closing your browser. Disabling cookies may limit the functionality of this website. Cookies that are necessary to allow electronic communications or to provide certain functions you wish to use (such as the shopping cart) are stored pursuant to Art. 6 paragraph 1, letter f of DSGVO. The website operator has a legitimate interest in the storage of cookies to ensure an optimized service provided free of technical errors. If other cookies (such as those used to analyze your surfing behavior) are also stored, they will be treated separately in this privacy policy.

Contact form

Should you send us questions via the contact form, we will collect the data entered on the form, including the contact details you provide, to answer your question and any follow-up questions. We do not share this information without your permission. We will, therefore, process any data you enter onto the contact form only with your consent per Art. 6 (1)(a) DSGVO. You may revoke your consent at any time. An informal email making this request is sufficient. The data processed before we receive your request may still be legally processed. We will retain the data you provide on the contact form until you request its deletion, revoke your consent for its storage, or the purpose for its storage no longer pertains (e.g. after fulfilling your request). Any mandatory statutory provisions, especially those regarding mandatory data retention periods, remain unaffected by this provision.

Registration on this website

You can register on our website in order to access additional functions offered here. The input data will only be used for the purpose of using the respective site or service for which you have registered. The mandatory information requested during registration must be provided in full. Otherwise, we will reject your registration. To inform you about important changes such as those within the scope of our site or technical changes, we will use the email address specified during registration.

We will process the data provided during registration only based on your consent per Art. 6 (1)(a) DSGVO. You may revoke your consent at any time with future effect. An informal email making this request is sufficient. The data processed before we receive your request may still be legally processed. We will continue to store the data collected during registration for as long as you remain registered on our website. Statutory retention periods remain unaffected.

Processing of data (customer and contract data)

We collect, process, and use personal data only insofar as it is necessary to establish or modify legal relationships with us (master data). This is done based on Art. 6 (1) (b) DSGVO, which allows the processing of data to fulfill a contract or for measures preliminary to a contract. We collect, process, and use your personal data when accessing our website (usage data) only to the extent required to enable you to access our service or to bill you for the same. Collected customer data shall be deleted after completion of the order or termination of the business relationship. Legal retention periods remain unaffected.

Data transferred when signing up for services and digital content

We transmit personally identifiable data to third parties only to the extent required to fulfill the terms of your contract with us, for example, to banks entrusted to process your payments. Your data will not be transmitted for any other purpose unless you have given your express permission to do so. Your data will not be disclosed to third parties for advertising purposes without your express consent. The basis for data processing is Art. 6 (1) (b) DSGVO, which allows the processing of data to fulfill a contract or for measures preliminary to a contract.

Pike13

Kara Johnstad and those affiliated with the Kara Johnstad School Of Voice use the services of Pike13 to manage our music school. Pike13 is a service that provides online business management services with mobile-friendly features like scheduling, client management, and smart reporting. This service is provided by Pike13 Inc., 1221 E Pike St., Suite 200, Seattle, WA 98122, USA. Pike13 is PCI DSS compliant and takes the need to protect your Personal Information seriously. The Payment Card Industry Data Security Standard applies to companies of any size that accept credit card payments. Pike13 may store and process the information through third-party hosting services in the USA or in other jurisdictions, at its discretion. If you are in the European Economic Area, or in any other jurisdiction that regulates the transfer of personal information outside that jurisdiction, then you hereby grant to Kara Johnstad School Of Voice and Pike13 your explicit and unambiguous consent to transfer your personal information to the USA or to any other jurisdiction where Pike13's hosting services operate, for the purposes described in this policy. For details, see the Pike13 privacy policy at <https://www.pike13.com/privacy-policy/>. The data you provide will be supplied to Pike13 based on Art. 6 (1) (b) General Data Protection Regulation (Processing for contract purposes). You have the option to revoke your consent at any time with future effect. It does not affect the processing of data previously collected.

monday.com

Kara Johnstad and those affiliated with the Kara Johnstad School Of Voice use the services of monday.com to manage our music school. Monday.com is a service that provides services to plan, organize and track our work in one collaborative platform. This service is provided by monday.com Ltd., 52 Menachem Begin Road, Tel Aviv 6713701 Israel, and its US entity, monday.com Inc., 26 West 17th Street, New York, NY, 10011 United States. monday.com Ltd. is an Israeli entity. The State of Israel was recognized by the European Commission as offering an adequate level of data protection. You can read more here: https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/adequacy-protection-personal-data-non-eu-countries_en monday.com's US entity (monday.com Inc.) is self-certified and adheres to the principles of the Privacy Shield Framework. You can learn more about your rights here: <https://www.monday.com/terms/privacysield> and <https://www.privacysield.gov> For details on monday.com's security, see <https://monday.com/terms/all/> . Monday.com may store and process the information through third-party hosting services in the USA or in other jurisdictions, at its discretion. If you are in the European Economic Area, or in any other jurisdiction that regulates the transfer of personal information outside that jurisdiction, then you hereby grant to Kara Johnstad School Of Voice and monday.com your explicit and unambiguous consent to transfer your personal information to the USA or to any other jurisdiction where monday.com's hosting services operate, for the purposes described in this policy. For details, see the monday.com privacy policy at <https://monday.com/terms/privacy/>. The data you provide will be supplied to monday.com based on Art. 6 (1) (b) General Data Protection Regulation (Processing for contract purposes). You have the option to revoke your consent at any time with future effect. It does not affect the processing of data previously collected.

SmartWaiver

Kara Johnstad and those affiliated with the Kara Johnstad School Of Voice use the services of SmartWaiver, a service that provides an eSignature solution as the core part of their broader platform for automating the agreement process. This service is provided by SmartWaiver, Inc., 606 NW Arizona Ave Ste #100, Bend, Oregon 97703 USA. SmartWaiver is certified under the EU-US Privacy Shield. The Privacy Shield is an agreement between the European Union (EU) and the US to ensure compliance with European privacy standards in the United States. SmartWaiver may store and process the information through third-party hosting services in the USA or in other jurisdictions, at its discretion. If you are in the European Economic Area, or in any other jurisdiction that regulates the transfer of personal information outside that jurisdiction, then you hereby grant SmartWaiver your explicit and unambiguous consent to transfer your personal information to the USA or to any other jurisdiction where SmartWaiver's hosting services operate, for the purposes described in this policy. To learn more about GDPR and Smartwaiver, please see the Smartwaiver GDPR statement at: <https://www.smartwaiver.com/gdpr>. The data you provide will be supplied to SmartWaiver based on Art. 6 (1) (a) (Consent) and Art. 6 (1) (b) General Data Protection Regulation (Processing for contract purposes). You have the option to revoke your consent at any time with future effect. It does not affect the processing of data previously collected.

WhatsApp

Kara Johnstad and those affiliated with the Kara Johnstad School Of Voice use WhatsApp's services for internal and external messaging and calling with students, prospects, and other contacts. The provider of these services is WhatsApp Ireland Limited, 4 Grand Canal Square, Grand Canal Harbor, Dublin 2, Ireland. WhatsApp may store and process the information in the USA or in other

jurisdictions, at its discretion. If you are located in the European Economic Area, or in any other jurisdiction that regulates the transfer of personal information outside that jurisdiction, then you hereby grant to Music School and WhatsApp your explicit and unambiguous consent to transfer your personal information to the USA or to any other jurisdiction where WhatsApp's hosting services operate, for the purposes described in this policy. For details, see WhatsApp's privacy policy at <https://www.whatsapp.com/legal/?eea=1#privacy-policy/>. The data you provide will be supplied to WhatsApp based on Art. 6 (1) (a) (Consent) and Art. 6 (1) (b) General Data Protection Regulation (Processing for contract purposes). You have the option to revoke your consent at any time with future effect. It does not affect the processing of data previously collected.

Facebook Messenger

Kara Johnstad and those affiliated with the Kara Johnstad School Of Voice use Facebook Messenger's services for internal and external messaging and calling with students, prospects, and other contacts. The provider of these services is Facebook Inc., 1, Hacker Way, Menlo Park, California 94025, USA. Facebook may store and process the information in the USA or in other jurisdictions, at its discretion. If you are located in the European Economic Area, or in any other jurisdiction that regulates the transfer of personal information outside that jurisdiction, then you hereby grant to Music School and Facebook your explicit and unambiguous consent to transfer your personal information to the USA or to any other jurisdiction where Facebook's hosting services operate, for the purposes described in this policy. For details, see the Facebook privacy policy at <https://www.facebook.com/about/privacy/update/>. The data you provide will be supplied to Facebook based on Art. 6 (1) (a) (Consent) and Art. 6 (1) (b) General Data Protection Regulation (Processing for contract purposes). You have the option to revoke your consent at any time with future effect. It does not affect the processing of data previously collected.

ZOOM

Kara Johnstad and those affiliated with the Kara Johnstad School Of Voice use ZOOM's services for internal and external communication via text, voice, and video with students, prospects, and other contacts. The provider of these services is Zoom Information Inc., 307 Waverley Oaks Rd Ste 405, Waltham, MA, 02452-8413, USA. ZOOM is certified under the EU-US Privacy Shield. The Privacy Shield is an agreement between the European Union (EU) and the US to ensure compliance with European privacy standards in the United States. ZOOM may store and process the information in the USA or in other jurisdictions, at its discretion. If you are located in the European Economic Area, or in any other jurisdiction that regulates the transfer of personal information outside that jurisdiction, then you hereby grant to Music School and ZOOM your explicit and unambiguous consent to transfer your personal information to the USA or to any other jurisdiction where ZOOM's hosting services operate, for the purposes described in this policy. For details, see the ZOOM privacy policy at <https://zoom.us/service-privacy/>. The data you provide will be supplied to ZOOM based on Art. 6 (1) (a) (Consent) and Art. 6 (1) (b) General Data Protection Regulation (Processing for contract purposes). You have the option to revoke your consent at any time with future effect. It does not affect the processing of data previously collected.

4 Analytics and advertising

Google Analytics

This website uses Google Analytics, a web analytics service. It is operated by Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA. Google Analytics uses so-called "cookies". These are text files that are stored on your computer and that allow an analysis of the use of the website by you. The information generated by the cookie about your use of this website is usually transmitted to a Google server in the USA and stored there. Google Analytics cookies are stored based on Art. 6 (1) (f) DSGVO. The website operator has a legitimate interest in analyzing user behavior to optimize both its website and its advertising.

IP anonymization

We have activated the IP anonymization feature on this website. Your IP address will be shortened by Google within the European Union or other parties to the Agreement on the European Economic Area prior to transmission to the United States. Only in exceptional cases is the full IP address sent to a Google server in the US and shortened there. Google will use this information on behalf of the operator of this website to evaluate your use of the website, compile reports on website activity, and provide other services regarding website activity and Internet usage for the website operator. The IP address transmitted by your browser as part of Google Analytics will not be merged with any other data held by Google.

Browser plugin

You can prevent these cookies from being stored by selecting the appropriate settings in your browser. However, we wish to point out that doing so may mean you will not be able to enjoy the full functionality of this website. You can also prevent the data generated by cookies about your use of the website (incl. your IP address) from being passed to Google, and the processing of these data by Google, by downloading and installing the browser plugin available at the following link: <https://tools.google.com/dlpage/gaoptout?hl=en>.

Objecting to the collection of data

You can prevent the collection of your data by Google Analytics by clicking on the following link. An opt-out cookie will be set to prevent your data from being collected on future visits to this site: [Disable Google Analytics](#). For more information about how Google Analytics handles user data, see Google's privacy policy: <https://support.google.com/analytics/answer/6004245?hl=en>.

Outsourced data processing

We have entered into an agreement with Google for the outsourcing of our data processing and fully implement the strict requirements of the German data protection authorities when using Google Analytics.

Demographic data collection by Google Analytics

This website uses Google Analytics demographic features. This allows reports to be generated containing statements about the age, gender, and interests of site visitors. This data comes from interest-based advertising from Google and third-party visitor data. This collected data cannot be attributed to any specific individual person. You can disable this feature at any time by adjusting the ads settings in your Google account or you can forbid the collection of your data by Google Analytics as described in the section "Refusal of data collection".

5. Newsletter

Newsletter data

If you would like to receive our newsletter, we require a valid email address as well as information that allows us to verify that you are the owner of the specified email address and that you agree to receive this newsletter. No additional data is collected or is only collected on a voluntary basis. We only use this data to send the requested information and do not pass it on to third parties. We will, therefore, process any data you enter onto the contact form only with your consent per Art. 6 (1) (a) DSGVO. You can revoke consent to the storage of your data and email address as well as their use for sending the newsletter at any time, e.g. through the "unsubscribe" link in the newsletter. The data processed before we receive your request may still be legally processed. The data provided when registering for the newsletter will be used to distribute the newsletter until you cancel your subscription when said data will be deleted. Data we have stored for other purposes (e.g. email addresses for the members' area) remain unaffected.

MailChimp

This website uses the services of MailChimp to send newsletters. This service is provided by Rocket Science Group LLC, 675 Ponce De Leon Ave NE, Suite 5000, Atlanta, GA 30308, USA. MailChimp is a service that organizes and analyzes the distribution of newsletters. If you provide data (e.g. your email address) to subscribe to our newsletter, it will be stored on MailChimp servers in the USA. MailChimp is certified under the EU-US Privacy Shield. The Privacy Shield is an agreement between the European Union (EU) and the US to ensure compliance with European privacy standards in the United States. We use MailChimp to analyze our newsletter campaigns. When you open an email sent by MailChimp, a file included in the email (called a web beacon) connects to MailChimp's servers in the United States. This allows us to determine if a newsletter message has been opened and which links you click on. In addition, technical information is collected (e.g. time of retrieval, IP address, browser type, and operating system). This information cannot be assigned to a specific recipient. It is used exclusively for the statistical analysis of our newsletter campaigns. The results of these analyses can be used to better tailor future newsletters to your interests. If you do not want your usage of the newsletter to be analyzed by MailChimp, you will have to unsubscribe from the newsletter. For this purpose, we provide a link to every newsletter we send. You can also unsubscribe from the newsletter directly on the website.

Data processing is based on Art. 6 (1) (a) DSGVO. You may revoke your consent at any time by unsubscribing to the newsletter. The data processed before we receive your request may still be legally processed. The data provided when registering for the newsletter will be used to distribute the newsletter until you cancel your subscription when said data will be deleted from our servers and those of MailChimp. Data we have stored for other purposes (e.g. email addresses for the member's area) remains unaffected. For details, see the MailChimp privacy policy at <https://mailchimp.com/legal/terms/>.

6. Plugins and tools

YouTube

Our website uses plugins from YouTube, which is operated by Google. The operator of the pages is YouTube LLC, 901 Cherry Ave., San Bruno, CA 94066, USA. If you visit one of our pages featuring a YouTube plugin, a connection to the YouTube servers is established. Here the YouTube server is informed about which of our pages you have visited. If you're logged in to your YouTube account, YouTube allows you to associate your browsing behavior directly with your personal profile. You can prevent this by logging out of your YouTube account. YouTube is used to help make our website appealing. This constitutes a justified interest pursuant to Art. 6 (1) (f) DSGVO. Further information about handling user data, can be found in the data protection declaration of YouTube under <https://www.google.de/intl/de/policies/privacy>.

Vimeo

Our website uses features provided by the Vimeo video portal. This service is provided by Vimeo Inc., 555 West 18th Street, New York, New York 10011, USA. If you visit one of our pages featuring a Vimeo plugin, a connection to the Vimeo servers is established. Here the Vimeo server is informed about which of our pages you have visited. In addition, Vimeo will receive your IP address. This also applies if you are not logged in to Vimeo when you visit our website or do not have a Vimeo account. The information is transmitted to a Vimeo server in the US, where it is stored. If you are logged in to your Vimeo account, Vimeo allows you to associate your browsing behavior directly with your personal profile. You can prevent this by logging out of your Vimeo account. For more information on how to handle user data, please refer to the Vimeo Privacy Policy at <https://vimeo.com/privacy>.

Google Web Fonts

For uniform representation of fonts, this page uses web fonts provided by Google. When you open a page, your browser loads the required web fonts into your browser cache to display texts and fonts correctly. When you call up a page of our website that contains a social plugin, your browser makes a direct connection with Google servers. Google thus becomes aware that our web page was accessed via your IP address. The use of Google Web fonts is done in the interest of a uniform and attractive presentation of our website. This constitutes a justified interest pursuant to Art. 6 (1) (f) DSGVO. If your browser does not support web fonts, a standard font is used by your computer. Further information about handling user data, can be found at <https://developers.google.com/fonts/faq> and in Google's privacy policy at <https://www.google.com/policies/privacy/>.

Google Maps

This site uses the Google Maps map service via an API. It is operated by Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA. To use Google Maps, it is necessary to save your IP address. This information is generally transmitted to a Google server in the USA and stored there. The provider of this site has no influence on this data transfer. The use of Google Maps is in the interest of making our website appealing and facilitating the location of places specified by us on the website. This constitutes a justified interest pursuant to Art. 6 (1) (f) DSGVO. Further information about handling user data, can be found in the data protection declaration of Google at <https://www.google.de/intl/de/policies/privacy/>.

SoundCloud

On our pages, plugins of the SoundCloud social network (SoundCloud Limited, Berners House, 47-48 Berners Street, London W1T 3NF, UK) may be integrated. The SoundCloud plugins can be recognized by the SoundCloud logo on our site. When you visit our site, a direct connection between your browser and the SoundCloud server is established via the plugin. This enables SoundCloud to receive information that you have visited our site from your IP address. If you click on the "Like" or "Share" buttons while you are logged into your SoundCloud account, you can link the content of our pages to your SoundCloud profile. This means that SoundCloud can associate visits to our pages with your user account. We would like to point out that, as the provider of these pages, we have no knowledge of the content of the data transmitted or how it will be used by SoundCloud. For more information on SoundCloud's privacy policy, please go to <https://soundcloud.com/pages/privacy>. If you do not want SoundCloud to associate your visit to our site with your SoundCloud account, please log out of your SoundCloud account.

Spotify

Features of the Spotify music service are included on our pages. This service is provided by Spotify AB, Birger Jarlsgatan 61, 113 56 Stockholm, Sweden. The Spotify plugins can be recognized by the green logo on our site. For an overview of the Spotify Plugins, see <https://developer.spotify.com>. Thus, when you visit our pages about the plugin a direct connection can be established between your browser and the Spotify server. This enables Spotify to receive information that you have visited our site from your IP address. If you click the Spotify button while you are logged into your Spotify account, you can link the content of our pages to your Spotify profile. This means that Spotify can associate visits to our pages with your user account. More information can be found in the Spotify privacy policy at <https://www.spotify.com/de/legal/privacy-policy/>. If you do not want Spotify to associate your visit to our site with your Spotify account, please log out of your Spotify account.

7. Payment service providers

PayPal

Our website accepts payments via PayPal. The provider of this service is PayPal (Europe) S.à.r.l & Cie, S.C.A. (22-24 Boulevard Royal, L-2449 Luxembourg (hereinafter referred to as "PayPal"). If you select payment via PayPal, the payment data you provide will be supplied to PayPal based on Art. 6 (1) (a) (Consent) and Art. 6 (1) (b) DSGVO (Processing for contract purposes). You have the option to revoke your consent at any time with future effect. It does not affect the processing of data previously collected.

GoCardless

Our website accepts payments via GoCardless. The provider of this service is GoCardless Ltd, Sutton Yard, 65 Goswell Road, London, EC1V 7EN (hereinafter referred to as "GoCardless"). If you select payment via GoCardless, the payment data you provide will be supplied to GoCardless based on Art. 6 (1) (a) (Consent) and Art. 6 (1) (b) DSGVO (Processing for contract purposes). You have the option to revoke your consent at any time with future effect. It does not affect the processing of data previously collected.

Responsible:

School of Voice, Proprietor: Kara Johnstad, Pasewaldtstr. 16, 14169 Berlin