E-MusicMaestro Privacy, Legal, Terms & Conditions 2026

E-MusicMaestro is a trading name of Arts Enterprise Limited. E-MusicMaestroPublishing Limited is a separate company. The Legal Information and Privacy Policy contained within this document apply to both companies.

GDPR - Quick Summary

Arts Enterprise Limited trading as E-MusicMaestro and E-MusicMaestroPublishing Limited will keep your personal data secure, will not pass your details to any third party. Payments are made via Stripe, our secure payment gateway. You will give your card details to Stripe when you make the initial payment. E-MusicMaestro website does not receive or store your card details.

When you take out an online subscription, you are agreeing to receive essential emails from Arts Enterprise Limited trading as E-MusicMaestro confirming your subscription, about any changes to our policies, prices or resources, and from our secure payment gateway, Stripe to let you know when your payments are made.

Full GDPR Policy

Arts Enterprise Limited is fully compliant with GDPR laws. Sandy Holland is registered with the Information Commissioner's Office as the E-MusicMaestro data controller, in compliance with the EU General Data Processing Regulations. When you register with, subscribe to, or buy any E-MusicMaestro or E-MusicMaestroPublishing products or services, we need your name, email address, and postal address to enable us to identify you correctly should you have any queries. We never have, and never will, share your details with any third party.

We will use the email address you gave us to send you essential emails in relation to your online subscription confirmations, cancellations, payments, and about any changes to our policies, prices or resources. Parents should give their own email address if subscribing on behalf of a child and please consider

whether you wish to use your child's name or your own name as the subscriber. If you change your name, address, or email address, you can update these on the E-MusicMaestro website at My Account Settings. You'll need to update those details on your payment gateway account too.

When you take out an online subscription you will use the email address you gave us to log into your subscription. Please enter the correct email address that you actually use - this makes it so much easier for us to help you with any enquiries. For your security, we do not have access to the password you chose for your E-MusicMaestro login.

Data Storage

When you enter your payment details, they will be processed and stored securely by Stripe, our payment gateway. We no longer use Worldpay. Your payment contract is with Stripe and Stripe has its own independent GDPR policy .

E-MusicMaestro does not receive or store card details. In line with standard payment card industry procedures, payment gateways provide E-MusicMaestro with only the last four digits and the expiry date of the payment card. We need these only in case you ask us to check on any payments you have made. We never see or have access to the full card number, or to your security details.

Deleting your data - 2026 update

When a customer exercises their right to erasure (such as a GDPR "Right to be Forgotten" request) and asks Stripe or the retailer to delete their data, the retailer's legal obligation to retain financial transaction records for tax compliance strictly overrides the customer's right to data deletion. We will delete, as a matter of course, details of all E-MusicMaestro customers whose account has been inactive for 10 years after the last transaction date.

Privacy laws like the GDPR are not absolute. Under GDPR Article 17 and equivalent global data frameworks, a business is explicitly permitted—and required—to deny a deletion request for personal data that must be kept to fulfil

a legal or tax obligation.

• Stripe's Dual Role: For regular payments, Stripe acts as an independent data controller alongside the retailer.

• Regulatory Retention: Even if a consumer requests deletion through the Stripe Data Access Tool, Stripe is legally classified as a financial institution. They must legally retain core transactional details (amounts, dates, card brands) for Anti-Money Laundering (AML), tax integrity, and underwriting audits.

Please refer to the Information Commissioner's Office for latest information. We comply with their recommendations.

Cookies

We use ‘cookies’ to facilitate the functionality of the website. A cookie is a small collection of data sent by a web server to a web browser, which allows the server to collect information back from the browser. We use cookies to confirm that you are logged in successfully and to build up a demographic profile of our website users by tracking visitor numbers.

You may optionally sign up to receive our e-newsletter using the e-newsletter link on the E-MusicMaestro website homepage. We will not add you to our e-newsletter mailing list unless you sign up to it at that link. You may unsubscribe from our mailing list at any time.

Legal Information

E-MusicMaestro is a trading name of Arts Enterprise Limited, a company registered in England, registered number 06997126. Our registered office is Arts Enterprise Limited, 61 Bridge Street, Kington HR5 3DJ. E-MusicMaestroPublishing Limited is a separate company registered in England, registered number 10980345, registered office E-MusicMaestroPublishing Limited, 61 Bridge Street, Kington HR5 3DJ.

Either company can be contacted at mail@e-musicmaestro.com or on +441524793042. Please note that the phone is not continuously attended. Your

enquiry will be dealt with promptly by email - we aim to respond to enquiries within 24 hours, Monday - Friday.

This website and all the materials contained in it are protected by intellectual property rights, including copyright, and belong to Arts Enterprise Limited, to E-MusicMaestroPublishing Limited or are licensed to us to use. Materials include, but are not limited to, the content, design, layout, look, appearance, graphics, sound files, videos and documents on the website.

We respect the rights of composers and performers. Where music scores are displayed on our website they relate legally either to our own, original, composed material or to music publications within the public domain.

Whilst E-MusicMaestro resources have been formulated to help prepare users for music examinations and are effective, we cannot guarantee marks in any examinations as a result of using this service.

We do not guarantee the retention of, or access to, any user-generated data. Aural Test Training analytics data from cancelled or expired subscriptions will be deleted in due course for maintenance purposes.

General Terms and Conditions

Payment for E-MusicMaestro online resources is either by monthly subscription recurring payments or by a prepaid, single payment for 6 or 12 months. The options are displayed on the payment page and monthly subscription is the default option. It is the responsibility of the subscriber to ensure that they choose their intended payment option and that they purchase the correct products.

Information for Monthly Subscribers

When you subscribe you will automatically create a payment gateway account over which you retain full control. Your payments will be collected by the payment gateway, Stripe and passed on to E-MusicMaestro. Subscribers will

be given 90 days' notice of any changes to subscription rates.

Monthly Subscriptions to E-MusicMaestro resources will be renewed by an automatic payment every month until the subscription is cancelled by the user.

Monthly Subscribers may cancel their subscriptions at any time following the initial payment with no obligation and no further charges. It is the subscription account holder's responsibility to cancel the subscription in good time before the next payment becomes due - please cancel BEFORE - NOT ON - the due payment date. Your subscription WILL remain valid until just after the renewal date. If you cancel on the renewal date, the transaction will already have gone through during the early hours of that morning.

When it's time for you to cancel your subscription this should be done by logging into your E-MusicMaestro subscription and going to 'My Purchases', not via your bank or credit card issuer - your bank cannot cancel the subscription for you. A link to Cancel is also given on the Contact Us page. If you are unable to log in or unable, for some technical reason, to cancel please use the contact us form to explain and we will sort out the problem for you, making sure you do not make any further payments.

If you are not happy with a product you have 14 days in which to apply for a refund. After 14 days, subscription refunds are at the discretion of E-MusicMaestro. We will always refund in full if we have made a mistake with your account.

We accept no liability or responsibility for lack of, or poor quality, viewing of video files due to the quality and provision of the user's internet connection and we accept no liability for lack of streaming availability due to the use of outdated browsers. However, we will offer advice and work towards enabling subscribers to use our services.

Forgetting to cancel your subscription or not using your subscription does not legally entitle you to a refund. However, if you are applying for a refund because you forgot to cancel, we will be sympathetic and will usually refund your last payment as a gesture of goodwill. If you ordered the wrong product, we will, of course, make a refund as long as you apply within 14 days and have not used the subscription. If you are unable to use your subscription for technical reasons we will offer advice or make a refund, if appropriate. Should you feel that you are due to a refund, please contact us at mail@e-

musicmaestro.com giving a full explanation, your email address and details of the subscription you want to cancel.

Payments & Refunds Policy for Recurring monthly payments

(i) Your subscription will run for a complete month after each payment. If you cancel mid-month, you will still have access to your subscription for the full month you paid for. After taking out the initial card payment, the agreement may be cancelled at any time thereafter, with no further obligation: simply log in to E-MusicMaestro, click Cancel and click to Confirm. Payments cannot be cancelled via your bank or credit card provider.

(ii) Agreements taken out before April 2022 were managed by Worldpay payment gateway. We no longer use Worldpay and, as of April 2022, all payments are handled by Stripe payment gateway.

(iii) When you no longer need your subscription, please cancel BEFORE the due payment date because the payments go through in the early hours of the morning UK time on the due date, irrespective of time zone difference. Any payment dispute should be taken up directly with E-MusicMaestro where it will be dealt with promptly and fairly. If you should choose, instead, to dispute a payment and ask your bank to refund it, your subscription will automatically be cancelled immediately, the dispute will be contested and, from previous experience, it is highly unlikely that your bank will support your refund.

(iv) In the event that a customer is unable to cancel by logging in, an email can be sent to mail@e-musicmaestro.com where we will deal with your request. Please note that, in this case, ONE WEEK'S NOTICE is required ahead of the due payment date.

(v) If a subscriber seeks a refund within 14 days of taking out a subscription, a refund will be given.

(vi) In the event that a product has been downloaded or a streaming service used no refund will be given for that month. Any refunds for unused months are entirely at our discretion and may be given only as a gesture of goodwill.

(vii) Forgetting to cancel your subscription or not using your subscription does

not legally entitle you to a refund. However, if you are applying for a refund because you forgot to cancel, we will be sympathetic and will usually refund your last payment as a gesture of goodwill; a small administration charge of a few pence may be made simply to cover our costs (we don't actually receive all of the payment you make because of payment gateway charges). No refunds will otherwise be made for months when the resource was not used.

Payments and Refund Policy for Prepaid Accounts

(i) If a subscriber seeks a refund within 14 days of taking out a subscription, provided that the customer has not used that service, on request a full refund will be given.

(ii) In the event that a subscription has been used significantly, no refund will be given. Significantly means, in this context, that more than 15 aural test examples or more than 5 sight reading tests have been completed. In the case of intermittent use, no refunds will be made for months when the resource was not used.

(iii) Any payment dispute should be taken up directly with E-MusicMaestro, where it will be dealt with promptly and fairly. If you should choose, instead, to dispute a payment and ask your bank to refund it, the dispute will be contested and, from previous experience, it is highly unlikely that your bank will continue to support your refund.

Liability for Use of our Content on Customers' Hardware and Operating Systems

(i) We accept no liability for lack of or poor quality streaming service due to the quality and provision of internet connection.

(ii) we accept no liability for lack of streaming availability due to the use of outdated browsers.

Liability for Uploaded Content

ONLINE ASSESSMENT IS NOW DISCONTINUED AND THE TERMS BELOW REFER ONLY TO PREVIOUS ASSESSMENTS

(i) We accept no responsibility for faulty or incomplete uploads due to non-observation of the specified file sizes or due to intermittent or inadequate upload connections. Full instructions are given in the Online Assessment details regarding video file size limits and third-party compression apps.

(ii) The customer agrees to enter into a contract to receive professional feedback, as stated in the information regarding Online Assessment of performances submitted. Such feedback should not be made public by the customer, will not be made public by E-MusicMaestro and will remain the copyright of E-MusicMaestro.

(iii) The customer agrees that the feedback is based solely upon the content of the submitted video or audio file, and cannot be used to make any prediction as to the outcome of a future performance or examination result.

(iv) In the event that the content of an upload is of sufficiently poor audio or visual quality to be assessable, the customer will be notified and a full refund given.

(v) In the event that any known commercially recorded copyrighted material is submitted for assessment, or in the case of inappropriate content being uploaded, no assessment will be made and no refund will be given.

(vi) The submitted video will not be retained by E-MusicMaestro beyond 30 days. Following the completion of the assessment, written feedback will be emailed to the customer and the recording will be permanently deleted.

E-MusicMaestro Book Purchases

Payments via E-MusicMaestro for books and any other physical goods are managed directly by E-MusicMaestroPublishing Limited, using Paypal secure payment gateway. E-MusicMaestro does not receive or store card details. Refunds for book purchases are made only within 14 days of receipt and only if the books are returned in as-new condition, postage paid by the customer.