

Onset School of Music | Privacy Policy

Effective date: October 15, 2026 | Onset School of Music

1. Who we are and scope

Onset School of Music (“Onset,” “we,” “us”) operates onsetschoolofmusic.com and is developing account.onsetschoolofmusic.com (the “Account Center”). This policy explains how Onset collects, uses, discloses and retains personal information in connection with its website, lesson coordination, customer accounts and billing. Account Center-specific practices described below apply when the portal is launched and those functions are active.

2. Information we collect

Customers, students and parents or guardians may provide names, email addresses, telephone numbers, mailing or billing addresses, student and lesson preferences, instrument interests, schedule availability, and messages. For lesson administration, Onset may maintain lesson schedules, attendance, cancellations, makeup credits, instructor assignments and related communications.

For billing and accounting, Onset maintains invoices, amounts due, payments, refunds or adjustments, and transaction records. Once the Account Center launches, account registration and access may involve login identifiers, authentication information and account preferences. The portal may display and maintain synchronized copies of relevant customer, lesson and billing records.

3. How Onset uses information

Onset uses customer and student information to respond to inquiries; contact families about lesson availability; coordinate schedules with Participating Instructors; administer cancellations and makeup credits; provide customer service; issue invoices; collect and reconcile payments; maintain accurate accounts; support and secure its systems; and meet applicable tax, accounting and legal obligations.

Onset does not use student or customer information for unrelated third-party advertising or sell personal information. Routine communications about lesson schedules, billing, account access and service changes are part of operating the services, not unrelated advertising.

4. Sharing with Participating Instructors

Onset may share only the contact, student and scheduling details reasonably needed by an approved Participating Instructor to communicate about and deliver lessons, including student name, parent or guardian contact information, instrument and lesson times. Participating Instructors operate their own instructional businesses and are responsible for their own handling of information they receive. Onset remains responsible for information processing it controls.

5. QuickBooks and the planned Account Center

Onset currently uses Intuit QuickBooks for billing, accounting and payment administration. Relevant customer names and contact details, invoices, balances, payment records and related billing information are maintained or processed through QuickBooks.

When the Account Center launches and its integration is enabled, Onset plans to exchange necessary customer and billing information between its QuickBooks account and the portal so customers can view current account details, invoices, balances and payment history. The portal may store a synchronized copy of necessary information in its own database for account functionality and performance. Access will be restricted to authorized users and

service providers as appropriate. These planned portal data flows are not described as already active before launch.

Onset uses QuickBooks-derived data to administer customer accounts, scheduling and billing, not for unrelated advertising or resale. Intuit also processes information under its applicable privacy terms.

6. Payments

Onset collects lesson payments on behalf of Participating Instructors. QuickBooks payment services are currently used. Onset may later offer Stripe, GoDaddy Payments or other payment options, in which case this policy will be updated as appropriate. Payment providers may collect payment credentials, billing details and transaction information to process payments. Onset maintains the transaction and accounting records necessary for its operations.

Customers should consult the privacy notice of the payment processor used for a transaction. The precise payment details accessible to Onset depend on the selected payment method and processor configuration; this policy does not promise that Onset never receives or retains any particular payment field without technical verification.

7. Website hosting, cookies and analytics

The Website is hosted using GoDaddy services. Hosting providers and related technology may automatically process IP addresses, device and browser information, timestamps, server logs and cookies necessary for operation, security and performance. Additional analytics or tracking technologies may be present depending on the website's actual configuration.

Onset has not yet verified whether Google Analytics or other nonessential tracking tools are active. This policy therefore does not represent that any particular analytics service is currently in use. Onset will review its website and portal configurations and update this notice and any required cookie choices before deploying nonessential tracking. Browser settings may allow visitors to restrict cookies, although doing so may affect functionality.

8. Other service providers and disclosures

Onset shares information with service providers only as reasonably necessary to operate its website, hosting, communications, scheduling, accounting, payments, security and planned portal services. Providers may include GoDaddy, Intuit and, if implemented, additional payment or portal hosting vendors. Information may also be disclosed when legally required, to address fraud or safety concerns, or as part of a lawful business transition subject to applicable protections.

9. Retention and security

Onset keeps contact, scheduling, account and billing information for as long as reasonably necessary to provide services, maintain records, resolve disputes and comply with tax, accounting and legal obligations. Information no longer needed will be deleted or de-identified when appropriate.

Onset seeks to use reasonable administrative, technical and organizational safeguards, including access controls and secure service providers. No online system is guaranteed to be completely secure. The precise security controls of the planned Account Center must be confirmed before launch; this policy does not certify unverified encryption or authentication features.

10. Children and parents

Many Onset students are minors. Parents or guardians generally provide and manage contact, scheduling and billing information for minor students. The planned Account Center is intended to be managed by adults for students under 18. Onset does not intend to solicit personal information directly online from children under 13 without

required parental involvement. If you believe a child has submitted information without appropriate authorization, contact us.

11. Your privacy requests

You may contact Onset to request access to, correction of, or deletion of information about yourself or a child for whom you are the parent or guardian. Onset may need to verify your identity and may retain certain records when legally required or reasonably necessary for accounting, billing or dispute resolution. Contact info@onsetmusic.com or 339-293-9393.

12. Updates and contact

This policy may be updated to reflect the Account Center launch, QuickBooks integration, changes in payment processors or website technologies. The updated policy will be posted with a new effective date and additional notice when appropriate.

Onset School of Music, 4 Audubon Rd, Wakefield, MA 01880. Phone: 339-293-9393. Email: info@onsetmusic.com. Website: onsetschoolofmusic.com.