

GDPR & Privacy Policy

What data are we holding?

- Information on children
 - Name, age, allergies, additional general information
- Information on contacts
 - Parent/designated adult contact details

How did we acquire it?

- Given freely by the customer at point of enquiry or booking.

Who do we share it with?

- No-one except where this is explicitly approved by the parent/key contact

What does our privacy policy say?

• All updated, including links to privacy policies and other relevant partners. Current master version enclosed, as displayed on Website.

What legal basis do we have for processing data?

- Completion of the transaction, including contacting in the case of late collection or emergency
- Consent given for marketing purposes

How do we store the data and guarantee security?

- Data is stored in an external, cloud-based, database

How long do we store the data for?

- 6 weeks after the child's last session with TDC

How do we obtain consent?

- Contact form via website which comes in as email.
- T&Cs during online enquiry, and an additional opt-in box for marketing by email/SMS.

Privacy Policy

This policy outlines how we will treat any personal information collected about you in accordance with the GDPR 2018. Our policy may change from time to time so please check back regularly.

What information do we collect?

In order to register with us to book your child's performing arts session, we will need to collect a certain amount of information from you first (eg. name, address, email address, phone number, child's details, contact information). This information will not be sold or passed on to third parties and any card details you have provided for payment will be processed through secure server software.

What do we use this information for?

The information will be used primarily to process your child's booking and to hold contact information. Where you opt in, only, TDC will keep you informed about any offers and events we think may be of interest to you. We will only send you such information if you have ticked the relevant boxes during registration to "opt in" and you can amend your personal preferences, in terms of the information you receive from us at any time. Any contact will relate to PAC, not third parties.

Information we collect will be periodically evaluated to assess whether we should continue to hold such data and you are free to notify us at any time if you wish us to remove this information.

How do we protect your information?

Although we cannot guarantee the level of security offered by the internet itself, we can make sure that the measures we take within our own website to protect your information are as thorough as possible. Therefore, we process all payments through secure server software (SSL) ensuring that your personal information is encrypted whilst it travels through the internet. Please note, however, that we only use secure server software when dealing with information that contains payment details and not, for example, when you register for our email newsletter.

- All our online bookings are powered by Squarespace
- Our online payments are processed through Squarespace

Our website is owned and operated by Squarespace, and we are committed to ensuring that your privacy is protected.

GDPR – What does it mean?

GDPR is the General Data Protection Regulation, effective from 25 May 2018. The GDPR ensures we as a data controller handle your personal data in a responsible and transparent way as outlined in this policy.

By submitting your information to us, you are consenting to us storing and processing your personal information in the methods detailed in this policy.

For more information on the GDPR, please contact the Information Commissioners Office on 08456 30 60 60 or visit the website <http://www.ico.gov.uk/>

CCTV

PAC does not operate any CCTV. If you have concerns about how CCTV is used at the venues we hire, we can give you details of who to contact.

Processing Bookings

- All customer data must be given freely by the customer

Taking a payment

- Payments will only be taken through the website

General Admin

- In day to day operations customer data is recorded for general admin reasons including, but not limited to; Telephone messages, requests for information, making changes to customer records via email. In these cases, data will be destroyed processing of the customer request or transaction is complete.
- Sharing of customer information between staff for the purposes of processing transactions and servicing requests shall be done using secure methods such as handover books which are held in restricted areas and only accessible by staff with clearance to do so.