Drama Queens
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Customer Privacy Notice

Why should you read this document?

During the course of dealing with us, we will ask you to provide us with detailed personal information relating to you and your child **(Your Personal Data).** This document is important as it allows us to explain to you what we will need to do with Your Personal Data, and the various rights you have in relation to Your Personal Data.

What do we mean by "Your Personal Data"?

Your Personal Data means any information that describes or relates to you and your child's personal circumstances. Your Personal Data may identify you directly, for example your name, address, telephone number. Your Personal Data may also identify you indirectly, for example, your cultural or social identity.

In the context of enrolling your child/ren to a Drama Queens Club, requirements of Your Personal Data may include:

- Name, date of birth, gender, contact details, addresses
- Emergency contact details

The basis upon which our firm will deals with Your Personal Data

When you have successfully enrolled your child it is on the basis that both parties are entering a contract for the supply of Drama Queens services.

In order to perform that contract, and to arrange the service you require, we have the right to use Your Personal Data for the purposes detailed below.

Alternatively, either in the course of initial discussions with you or when the contract between us has come to an end for whatever reason, we have the right to use Your Personal Data provided it is in our legitimate business interest to do so and your rights are not affected. For example, make contact with you to seek feedback on the service you received or using Your Personal Data in order to meet a legal or other regulatory obligation to which we are subject.

The basis upon which we will process certain parts of Your Personal Data
(**Your Special Data)** You will be asked to declare any medical conditions, allergies, etc. that your child has. If you have parental responsibility for children under the age of 13, it is also very likely that we will record information on our systems that relates to those children and potentially, to their Special Data.

We will use Special Data in the same way as Your Personal Data generally, as set out in this Privacy Notice.

How do we collect Your Personal Data?

We will collect and record Your Personal Data from a variety of sources, but mainly directly from you via our website, registration portal and/ or paper registration form.

What happens to Your Personal Data when it is disclosed to us?

In the course of handling Your Personal Data, we will:

- Record and store Your Personal Data in our paper files, mobile devices and on our computer systems (*websites, email, hard drives, and cloud facilities*). This information can only be accessed by employees within our firm and only when it is necessary to provide our service to you and to perform any administration tasks associated with or incidental to that service.
- Use Your Personal Data for the purposes of responding to any queries you may have or to inform you of any developments.

Sharing Your Personal Data

Your Personal Data will be shared with the firm's employees and, when required to be, included on a Body Of Persons Approval (BOPA).

Security and retention of Your Personal Data

Your privacy is important to us and we will keep Your Personal Data secure in accordance with our legal responsibilities. We will take reasonable steps to safeguard Your Personal Data against it being accessed unlawfully or maliciously by a third party.

We also expect you to take reasonable steps to safeguard your own privacy when transferring information to us, such as not sending confidential information over unprotected email, ensuring email attachments are password protected or encrypted and only using secure methods of postage when original documentation is being sent to us.

Your Personal Data will be retained by us either electronically or in paper form for a minimum period of 6 years following the service you receive from us, although your data could be held for a longer period where this may be needed to meet the requirements of our regulatory bodies.

Your rights in relation to Your Personal Data

You can:

- request copies of Your Personal Data that is under our control
- ask us to further explain how we use Your Personal Data
- ask us to correct, delete or require us to restrict or stop using Your Personal Data (details as to the extent to which we can do this will be provided at the time of any such request)
- ask us to send an electronic copy of Your Personal Data to another organisation should you wish
- change the basis of any consent you may have provided to enable us to market to you in the future (including withdrawing any consent in its entirety)

How to make contact with our Firm in relation to the use of Your Personal Data

If you have any questions or comments about this document, or wish to make contact in order to exercise any of your rights set out within it please contact:

Ros Escott on 01600 861811 or via email contact@thedramaqueens.co.uk

If we feel we have a legal right not to deal with your request, or to action it in a different way to how you have requested, we will inform you of this at the time.

You should also make contact with us as soon as possible on you becoming aware of any unauthorised disclosure of Your Personal Data, so that we may investigate and fulfil our own regulatory obligations.

If you have any concerns or complaints as to how we have handled Your Personal Data you may lodge a complaint with the UK's data protection regulator, the ICO, who can be contacted through their website at https://ico.org.uk/global/contact-us/ or by writing to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

IMPORTANT NOTES: Marketing by our Firm

If you do not indicate your agreement for **us** to make contact with you, we may be unable to provide you with details of products and/or services that may suit your needs and circumstances.

We would like to maintain a record of your express consent for **us** to contact you by post, telephone, SMS, email and instant messaging for marketing our products or services that we think may be of interest to you. Please indicate your consent to **us** contacting you by any of the means specified below:

Post ☐ Phone ☐ SMS ☐ Email ☐ Instant Messaging* ☐

*Whatsapp or similar service.

Signature: Date:

market you regarding products and services that we think may be of interest to you and by any means of communication that is suitable at the time.