



T: 01233 516098

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www.dancevisions.co.uk



DATA PROTECTION / PRIVACY POLICY

(Last updated August 2024)



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Welcome to Dance Visions

Dance Visions is made up of the following sole traders Dance Visions, DV Gymnastics and DV Kids and Teens Dance and will be here after referred to a DV.

This privacy notice tells you what to expect when we collect personal information. We may change this policy from time to time to ensure that you are happy with any changes.

This policy

- Outlines DV commitment to safeguarding the personal data of individuals.
- Provides information to employees and others who are responsible for the implementation of this policy.

General

DV recognizes that personal information is confidential and unauthorized disclosure is a breach of contract and an offence under the Data Protection Act.

Data protection legislation applies to anyone who handles or has access to information about individuals (data subjects). Personal information will be dealt with properly irrespective of how it is collected, recorded, and used – whether on paper, electronically or recorded on other media.

Data subjects on whom the information is held have rights. DV regards the lawful and correct treatment of personal information as important to successful operations and to the maintenance of confidence between it and those with whom it deals.

Employees and others who handle data will follow the rules set out in the legislation and help to protect individuals' rights.

DV is committed to process any personal information it holds only in ways that are fair, transparently and meet its legal obligations, in other words, in accordance with the Data Protection Act and its successor the [General Data Protection Regulations](#) (GDPR).

The GDPR is Europe's new framework for data protection laws – it replaces the [previous 1995 data protection directive](#), which current UK law is based upon.

DV will take particular care over email addresses which in addition to the GDPR are subject to the Privacy and [Electronic Communication Regulations](#)



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The Data Protection Act seeks to ensure that information held on computers and in some paper-based systems (collectively known as relevant filing systems) are managed properly. Employees must protect personal information by following the Data protection principles of good practice set out below.

Data protection principles

The legislation sets out various data protection principles. These include that personal information is:

- used fairly and lawfully
- used for limited, specifically stated purposes
- used in a way that is adequate, relevant, and not excessive
- accurate
- kept for no longer than is necessary
- kept safe and secure
- not transferred outside the European Economic Area without adequate protection

Your rights

The legislation conveys various individual rights. These include the following:

- The right to be informed
- The right of access
- The right to rectification
- The right to erase
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

Information DV processes

The following sections describe the information that DV collects and how it is processed. The sections are split according to the type of information.

Legal basis for processing

The legislation requires that there is a clear legal basis for processing personal information. In general, DV relies on the individual's consent to process their data. Where there are exceptions such as a legal obligation, contractual agreement, or DV legitimate interest, they will be noted below.

Please note that if consent is withdrawn, the level of service that we can offer might be severely curtailed.



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Students & Parents/Guardians and Staff (Members)

DV collects and uses certain types of personal information, with consent, about people (data subjects) with whom it deals to operate and provide our services. That includes, but not limited to, the administration of joining and renewals, distribution of Invoices for termly payments, Important letters and emails related to our classes, events, courses, workshops, examination information and providing disclosure and baring service checks and registration.

Our Data Subjects include current, past, and prospective employees, suppliers, students, parents, visitors, and others with whom it communicates. Examples of personal information include names, photographs, contact details, gender, and age.

In addition, it may occasionally be required by law to collect and use certain types of personal information to comply with the requirements of government departments for business data (e.g., ethnicity, health, and safety statistics)

E-news items

With consent we email items of news that we believe will be of interest to our members.

We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-news items.

Data Retention

Once a customer chooses to cancel membership or leave us the following policy applies and we retain sufficient information to identify them for one year in case they wish you rejoin.

CANCELLATION for Annual Student Memberships (Adult and/or Child Students) OR cancelling a Child Class:

Please follow the notice process that applies to your memberships.

Please note: If you choose not to renew annual student membership at the point of renewal, this means you will lose all benefits, discounts, and promotional offers. (Children whose membership is not renewed, will lose their space in any classes) Access to the Customer Portal will be possible only as long as one student in your account is a member.



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For PARENTS/GUARDIANS:

- Children's Class or Membership cancellation: Please inform us in writing of notice to leave a class/(es) or if you wish to fully cancel Annual Student Membership(s)
Reminder: Our Children's Classes run on a Membership (per student) and you must be a member to be enrolled with us. Term fees are additional and ongoing and due for each term until written notice of Membership or class cancellation is given.

For ADULT MEMBERS where membership applies to adults:

- Adult Memberships: Please inform us in writing of notice to cancel your Annual Student Membership(s)

Membership cancellations will continue until their expiry date, and then will not be renewed. (T&C's apply)

Notice will only be accepted in writing, you can email us to the relevant section your class and membership relates to (the email date will be taken as the leaving date and / or as per your instructions for which class/membership you wish to cancel, please be clear with your instructions)

Following the notice process allows us to assure the renewal of a class or Membership is terminated correctly and you only receive future invoices and communication for the correct services. If we are not informed, you will continue being billed for these services and fees will still due and will go to Debt Collection if unpaid.

Website visitors

When someone visits dancevisions.co.uk we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behavior patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone.

Forms

There are various forms on the website and booking systems used to collect information. That information is only used for the stated purposes which are described in the relevant sections of this Privacy Notice.



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Payments

Payments are taken using secure online banking transfers, or payment gateways. Also with a 3rd party supplier (see 3rd party suppliers).

Links to other websites

This Privacy Notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

UK Covid Track and Trace

We are required to hold contact name and contact details for all extra visitors to the building, including those involved with Hire purposes for UK COVID Track and Trace System purposes. These details are only to be shared with Track and Trace in the case of an outbreak and are only held for the period specified by the government are then destroyed.

Suppliers / 3rd parties

Use of data processors

Data processors are third parties who provide services for us. We have contracts in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct. The following is a list of our main data processors. There may be others from time to time.

Posting

When sending letters, parcels, we will share your postal address with the delivery service (Normally Royal Mail or Parcel Force).

Business Management System and Email Marketing Systems

DanceBiz - Used for emails correspondence and marketing as well as Customer Management and Student Database, Invoicing, Scheduling, Class Registers and Timetabling. They are third party services and fully GDPR compliant. Bookwhen is another platform we use for external bookings and other workshops and courses.

Website hosting

We use a third-party service, who are contractually obliged to treat any information on our private website as confidential and only use such information for the purpose of providing **DV** with web hosting.

CRB/DBS service

A DBS checking service for **DV** members is provided by Due Diligence



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Checking Ltd or the governing body of the qualified instructors. Information provided by them to **DV** will only be shared with the individual concerned. The records are kept for 3 years and then deleted.

DV does not see nor retain your credit card details since these are handled by our Payment Gateways or done by transfer direct to bank accounts.

International Data Transfers

Your personal information will be stored in the UK and in accordance with the EU GDPR.

The GDPR applies to EU residents and UK. If we share personal information of UK residents with suppliers or 3rd parties outside of the UK/EU, we will ensure that they meet the requirements of the GDPR.

We are committed to complying with the data regulations of non-EU residents according to their jurisdiction.

Security

DV has implemented technical and organisational security measures to protect your personal data against unauthorized access, loss, or misuse.

Complaints or queries

DV tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading, or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of **DV** collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

Confidentiality will be preserved during the investigation of a complaint to safeguard the interests of everyone concerned unless disclosure is necessary to progress the complaint.

If you want to make a complaint about the way we have processed your personal information, please contact us in writing to the address provided below.



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Access to personal information

DV tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by asking. This is formally known as a 'subject access request' under the Data Protection Act 1998. If we do hold information about you we will:

give you a description of it.

tell you why we are holding it.

tell you who it could be disclosed to.

let you have a copy of the information in an intelligible form.

To make a request to **DV** for any personal information we may hold you need to put the request in writing to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes.

Disclosure of personal information

Except as described in this Privacy Notice we will not disclose personal data without consent.

Legal Obligation

There is an exemption in the Data Protection Act 1998 which allows for the release of personal information for the purposes of prevention or detection of crime. **DV** may release information to the Police or other crime prevention or law enforcement organizations upon request in such circumstances. This will only be done by, or with the permission of, a director.

We may disclose your information to governmental agencies or entities, regulatory authorities, or other persons in line with any applicable law, regulations, court order or official request.

Implementation

The **DV** Managers are its designated 'Data Controllers' and hold responsibility for the fair and legal processing of data.

The Data Protection policy is available on the **DV** website and is introduced to new employees during induction. All staff and other individuals are appropriately trained to handle personal information.



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DV will regularly review the way it processes personal information considering compliance with the Act and will review this policy on a regular basis.

You can read more about your rights at <https://ico.org.uk/for-the-public/>.

How to contact us

Use our website contact form at www.dancevisions.co.uk