



Tillie's School of Performing Arts

Privacy Policy

TSPA is committed to protecting our customers' privacy. We understand and appreciate that visitors and users of our website and users of our services are concerned about their privacy and the confidentiality and security of any information that may be provided to us. The following outlines our Privacy Policy.

Tillie's School of Performing Arts (called TSPA, we, us, our, in this Privacy Policy) respect the privacy of personal information you may provide to us. This privacy policy has been written under the guidelines of the EU GDPR- General Data Protection Regulation and the DPA- Data Protection Act of 1998.

This Privacy Policy tells you how we manage any personal information we may obtain about you. Please note that this Privacy Policy is to be read subject to any overriding provisions of law or contract.

1. What is personal information?

For the purposes of this Privacy Policy, "personal information" is information or an opinion, in any form and whether true or not, about an individual whose identity is apparent or can be reasonably ascertained from the information or opinion.

2. Collecting personal information

2.1 What kind of personal information do we collect?

The types of personal information we may collect include:

- your name;
- your contact details (address, telephone number(s) and email address);
- your date of birth;
- your gender;
- transactional information you provide when you make a purchase with us (for example, credit card details);
- any preferences you select;
- the areas you have visited on our website and how you have accessed our website e.g. via a link from one of our emails;
- disability or other information relating to your mobility that may affect your ability to attend or determine the adjustments we may make to facilitate your attendance;

- personal information you provide when you commence a business relationship with us;
- any correspondence between you and us; and
- any other personal information you provide when you make an inquiry, request information, respond to marketing, lodge a complaint, provide feedback, seek employment with TSPA or correspond with us.

2.2 Reasons for collecting your personal information

We collect your personal information to enable us to provide you with the products, services and information you request. In particular, we may collect your personal information to:

- determine your requirements in order to provide you with appropriate products and services;
- process your online purchases and issue you with tickets to performances;
- notify you of changes to classes;
- replace and re-issue you with lost information;
- contact you in relation to lost property and to return lost property to you;
- provide you with information about upcoming performances or events;
- process any communications you send to us (for example, responding to your queries, assessing your application for employment, and dealing with any complaints or feedback you have);
- identify you and protect you from unauthorised access to your personal information;
- where you have provided us with your consent - help us develop and improve our services, for example by conducting marketing and research;
- to provide Local authority with personal information in order to gain performance licenses
- to maintain the welfare and health of the customer whilst attending TSPA
- to allow licensed chaperones to fulfil their role
- get in touch with you if we need to;
- do anything which you authorise or consent to us doing; or
- take any action we are required or authorised by law to take.

In certain circumstances, we may also collect personal information about you in the course of combining and analysing different data sets which, in and of themselves, may not contain personal information.

If you do not provide us with your personal information, it is generally not possible for us to provide you with the products or services you have requested (for example, to provide suitable and productive workshops and performances for the individual). Where it is lawful and practical to do so, we may allow you to deal with us anonymously.

2.3 How do we collect personal information

Wherever possible, we always try to collect personal information directly from you - for example, when you:

- become an email subscriber;
- register your own/your child's membership details
- purchase performance tickets from us
- use our website;
- request information over the internet or telephone;
- correspond with us.

3. Disclosing your personal information

3.1 Who we may disclose your personal information to

- our related entities and businesses;
- any entity to which we are authorised or required by law to disclose your personal information to;
- our professional advisers, contractors or other service providers we engage to carry out (or advise on) our functions and activities - for example, our mail service providers, marketing consultants and insurers;
- social media sites or applications where you have provided consent to us or such sites/applications;
- any specific parties which we have advised you of at the time we collect your personal information; and
- with your consent (express or implied) - other entities.

The above entities may in turn disclose your personal information to any other entities as described in their privacy policies or statements.

3.2 Direct marketing, subscriptions and disclosure to third parties

We may also use your personal information to provide you with information about our products and services.

By giving consent for TSPA to use your email to subscribe to newsletters and other TSPA emails, you are taken to have consented to us sending you the requested newsletters and information, and also other information about upcoming performances and other products and services offered by TSPA.

Stopping marketing and promotional material from TTPAC

You may change your decision at any time in the future by contacting us (details below). If you tell us you no longer wish to receive marketing or promotional material from us, we will not send you any such material. If you change your mind in the future and wish to receive marketing or promotional material from us, please contact us.

We will continue to send you required service-related emails, such as class or ticket booking confirmation emails and tickets.

Stopping marketing and promotional material from third parties

As a general rule, if third parties have received your personal information, their handling of your personal information will be governed by their privacy policies. In some cases, it may also be necessary for you to contact the relevant organisations to notify them of your decision.

4. Storing your personal information

TSPA will take precautions to safeguard your personal information from loss, misuse, unauthorised access, modification or disclosure.

As a general rule, we store your personal information in our electronic databases.

When your personal information is no longer required and if permitted by law, we will destroy or delete it from our systems in a secure manner. If you request for your personal information to be destroyed this will be done immediately. If request is not made, and the details are no longer used or required, personal information will be destroyed after 6 months.

5. Accessing and correcting your personal information

If you wish to have access to any documents held by us which contain your personal information, please contact us (details below).

To effectively conduct our business with you, it is important that the personal information we hold about you is complete, accurate and current. At any time while we hold your personal information, we may ask you to tell us of any changes to your personal information. Alternatively, if you are aware that the personal information we hold needs to be corrected or updated, please contact us (details below).

Also, we may not be able to require third parties or our business partners to provide you with access to the personal information they hold about you.

If we decide not to provide you with access to or correct your personal information, we will give you reasons for our decision.

6. Complaints

If you have a complaint about how we handled your personal information, please contact us (details below). Please note that we will ask you to lodge your complaint in writing.

We will:

- within 14 business days of receiving your complaint in writing - acknowledge receipt of your complaint; and
- within 45 business days of receiving your complaint - investigate the circumstances of your complaint and provide you with a response.

7. Changes to our Privacy Policy

We may from time to time make changes to this Privacy Policy. If we amend our Privacy Policy, we will post the amended Privacy Policy on our website www.tillieschoolofperformingarts.com

8. Our contact details

If you wish to contact us regarding any of the matters covered in this Privacy Policy, or have any queries or concerns about how we handle your personal information, please contact us:

- by email: office.tspa@gmail.com
- in writing: **Tillie's School of Performing Arts, Unit 1 Britannia Way, Clevedon, BS21 6QH**