

Elizabeth Samuels Privacy Policy

November 2020

Our contact details

Name: Samuel Davis

Address: 16 Kenwyn Road, Clapham, London, SW4 7LH

Phone Number: 074294478447

E-mail: sam@elizabetsamuelsdrama.com

The type of personal information we collect

We currently collect and process the following information:

- Parents name, child's name, emergency phone numbers, child's DOB, child's medical information and authorised adults names who collect your child.
- Contact telephone numbers, email addresses, addresses.
- Characteristics (such as ethnicity, religion, language and nationality)
- Attendance information (such as sessions attended, number of absences and absence reasons)
- Special educational needs information
- Safeguarding information
- Behavioural information
- Photographs (media and promotional purposes).
- Payment details

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Support pupil learning
- Monitor and report on pupil progress
- To provide appropriate pastoral and medical care
- Safeguarding and pupil welfare purposes

- For research purposes
- To inform you about events, productions and upcoming events.
- To assess the quality of our services
- To comply with the law regarding data sharing

We also receive personal information indirectly, from the following sources in the following scenarios:

- Companies acting on our behalf who provide us with technical, payment or delivery services
- Our website provider, advertising providers, analytics providers and search information providers.

You should check any privacy policy provided to you where you give your data to a third party.

We use the information that you have given us in order to:

- safeguarding the safety and security of your children
- provide the services, products or information you asked for
- process website/telephone orders that you have submitted
- tailor activities to your child's personality, ability
- keep a record of your relationship with us
- carrying out research to improve our services
- getting feedback on our services
- notifying you of changes to our services
- communications and emails which you have requested
- job applications

We may share this information with:

- Third parties such as website hosting and child protection issues. In some cases, the third party may receive your information. However, at all times, we will control and be responsible for the use of your information.
- To be clear, we will not pass your information to third parties for them to use for their own purposes, unless we are required to do so by law (e.g court order or crime prevention)

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent.

Where you have provided consent for us to communicate with you via email, text &

phone. You are able to remove your consent at any time. You can do this by contacting sam@elizabethsamuelsdrama.com

(b) We have a legal obligation.

To ensure we comply with any legal obligations (for example a court order)

(c) We have a vital interest.

A safeguarding or to protect your child with a medical problem.

(d) We have a legitimate interest.

- Send communications which we think may be of interest to you
- Take out research to better understand our customers & target marketing based on the outcome
- Monitor our contacts to protect us against risks
- Improve our services and communications
- Gain an understanding on how people use our website

How we store your personal information

- Your information is securely stored at Elizabeth Samuels Drama School.
- Website checkout pages are Level 1 PCI compliant and use 128 bit SSL encryption.
- Registers, registration forms and medical forms are securely stored and shredded when no longer required.
- Where you have chosen to register a customer account on our website, you are responsible for keeping this password confidential. We ask you not to share this password with anyone else.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at sam@elizabethsamuelsdrama.com or 07429478447 if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at sam@elizabethsamuelsdrama.com or 07429478447.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>