

## **PRIVACY NOTICE**

The Chelmsford Ballet Company is committed to protecting and respecting your privacy.

This Privacy Notice explains:

- how, when and why we collect personal information
- how we use the information
- how long we keep it
- when and how we may share it with others
- how we keep it secure, and
- your privacy rights and how the law protects you

We only use personal information if we have an appropriate reason (lawful basis) to do so.

### **HOW DO WE COLLECT INFORMATION FROM YOU?**

We may obtain information about you when you:

- complete an online, electronic or paper application form
- speak to us on the telephone or in person
- email us
- visit our website
- make a payment or donation
- make a booking for an event, class or workshop
- complete a survey online or paper version
- sign up to a CBC mailing list

(The above list is representative, not exhaustive.)

## **WHAT TYPE OF INFORMATION IS COLLECTED FROM YOU?**

The personal information we collect may include your:

- name
- date of birth/age
- home address
- email address
- telephone number
- dance school/business name
- dance school/business address
- health or disability information (or other 'special data')
- emergency contact name and number

(The above list is representative, not exhaustive).

## **HOW IS YOUR INFORMATION USED?**

We use your information to:

- process an application that you have made for membership, a class, workshop or event
- process an order for a product or other service
- seek your views or comments on the company and any classes, workshops or events
- notify you of changes to our classes, workshops or events
- send you communications/publications which you have consented to and that may be of interest to you, which may include information about membership, classes, workshops, events, and activities
- handle an enquiry or complaint you have made
- invite you to attend a class, workshop, event or activity and
- to contact you in an emergency situation.

(The above list is representative, not exhaustive).

## **WHAT IS THE BASIS FOR RETAINING AND PROCESSING MY INFORMATION?**

We only retain your details and contact you from time to time because you are a member of the Company and have consented upon completion of the membership application form to be contacted by us.

## **HOW LONG IS YOUR INFORMATION KEPT?**

We do not retain your information longer than necessary, however we are legally required to hold some types of information to fulfil our statutory obligations, for example, all financial records are held for 7 years. Membership details (including all personal details) are retained whilst you remain a member of the Company. Should you choose not to renew your membership, your details are removed from all electronic documentation and any paper documents are handed to the Membership Secretary and securely destroyed.

## **WHO HAS ACCESS TO YOUR INFORMATION?**

Your information is accessed by the relevant members of the Committee.

We **DO NOT** sell or rent your information to other organisations.

Please be reassured that we will not release your information to other organisations unless in exceptional cases when we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

## **SOCIAL MEDIA PLATFORMS**

If you engage with The Chelmsford Ballet Company on any of our social media channels you should know that we do not collect your personal information: it remains within the platform that we are using and you should familiarise yourself with their privacy notices and policies: [Facebook](#), [Twitter](#) and [Instagram](#). The Chelmsford Ballet Company may use information you provide to share updates, news and events. If you send us a direct message, your information still remains within the platform unless we ask you to provide us with your contact details to continue the conversation offline or privately, and you consent to do that.

## **YOUR CHOICES AND INDIVIDUAL PRIVACY RIGHTS**

You have a choice about whether or not you wish to receive information from us.

We will not contact you for marketing purposes by post, email, or text message unless you have given your explicit permission. You can withdraw your consent, object or ask for processing to be restricted at any time by contacting us by email at [emilymann.cbcmembership@outlook.com](mailto:emilymann.cbcmembership@outlook.com) or write to The Chelmsford Ballet Company, 2 Meteor Way, Chelmsford, Essex CM1 2RL

You have the right to ask for a copy of the personal information that The Chelmsford Ballet Company holds about you. Please contact [emilymann.cbcmembership@outlook.com](mailto:emilymann.cbcmembership@outlook.com) or write to The Chelmsford Ballet Company, 2 Meteor Way, Chelmsford, Essex, CM1 2RL. We will respond to you as soon as possible and usually within one calendar month.

You also have the right to have your information erased, to object and to restrict processing. If you wish to do this please contact [emilymann.cbcmembership@outlook.com](mailto:emilymann.cbcmembership@outlook.com) or write to The Chelmsford Ballet Company, 2 Meteor Way, Chelmsford, Essex CM1 2RL.

## **CHILDREN**

We are particularly concerned to protect the privacy of children. We are confident that our systems and processes are designed to be fair to children, to protect their rights and freedoms, and to be fully in line with their reasonable expectations and those of their parents. We take responsibility for identifying the risks and consequences of processing children's data.

## **SECURITY PRECAUTIONS IN PLACE TO PROTECT THE LOSS, MISUSE OR ALTERATION OF YOUR INFORMATION**

When you give us personal information, we take the necessary steps to ensure that it's treated securely. This information is stored on a secure cloud system and is only accessible by the relevant committee members of The Chelmsford Ballet Company.

## **QUESTIONS AND COMPLAINTS**

Any questions regarding this Privacy Notice and our privacy practices should be sent by email [emilymann.cbcmembership@outlook.com](mailto:emilymann.cbcmembership@outlook.com)

If you have a complaint about our privacy practices and the way we have collected, used, retained or disposed of your information please contact [emilymann.cbcmembership@outlook.com](mailto:emilymann.cbcmembership@outlook.com) Alternatively, you can contact the Information Commissioner's Office to report a concern by calling their helpline on 0303 123 1113 (in the UK).

## **PRIVACY NOTICE REVIEW**

We review this notice annually or as and when changes in legislation or internal procedures require it. This notice is reviewed by The Chelmsford Ballet Company Committee.