

# Data Protection (GDPR) Privacy policy



**Venue: Encore @ CWR Events, Thames Street, Rotherham, S60 1LU**

## Encore Privacy Policy (GDPR)

At Encore we take your privacy seriously and are committed to protecting your data respectfully. This privacy policy will explain how our organisation uses the personal data we collect from you when you use our website or provide information to the business in electronic form.

The policy will cover a variety of topics including:

- Ø What data do we collect?
- Ø Why and do we collect your data?
- Ø When do we collect your data?
- Ø How we will use your data (including marketing)?
- Ø How do we store your data?
- Ø What are your data protection rights?
- Ø Website/cookies and how we use them.
- Ø Changes to our privacy policy and your duty to inform us of any changes.
- Ø Withdrawing consent and complaints.
- Ø How to contact us.

### **What data do we collect?**

Encore collects the following data:

Personal identification information -

Your Name

Your child's name

Gender

Your child's gender

Your email address

Your telephone number

Your child's date of birth

Contact phone numbers

Payment details

Your child's medical information

Addresses

### **Why and how do we collect your data?**

At Encore we generally only collect and retain information from you when you decide to engage with the business, at this point we only collect the information that is necessary to carry out our

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business (including satisfying any legal, accounting, or reporting requirements) and provide the particular service you have requested, understand your needs better, keep you informed of business activities relevant to you or to ask for additional information.

There may be occasions where you can choose not to give us certain information but this may limit the level of personalisation we can offer or our ability to fulfil our obligations to you if you fail to provide the information requested. In this case we may have to stop providing you with the service but we will notify you if this is the case at the time. In some circumstances we will request your consent to use certain information for specified purposes (like images or recordings of classes by Encore for use in marketing, rehearsal etc) and in such circumstances you will have the free choice to give, refuse or withdraw consent. Individuals aged 16 or over may give, refuse or withdraw consent (whether the consent was originally given by themselves or on their behalf) themselves. In the case of personal data relating to a child under the age of 16 we will require the consent of a parent or legal guardian.

### **We collect data and process data when you:**

Register or enrol your child via our website or email for tuition or enquiries about our services or fee payment.

Contact us by phone or post to enrol, register or enquire about our services.

Place an order for any of our products or merchandise.

Place an order for any of our products or merchandise.

Provide information in connection with shows/performances.

Use our website via your browsers cookies.

In certain instances we may acquire data about you from third parties such as other suppliers, surveys or events or if the data is already publicly available.

### **How will we use your data (including marketing)?**

To complete the registration or enrolment process.

To provide the services you are enrolling for.

To complete orders for products or merchandise.

Medical details are gathered to enable us to support your child's welfare at Encore.

Provide and tailor the best possible customer service.

To help us with internal administration.

To contact you with important information relating to your enrolment or registration such as confirming your request, reminding you of an upcoming event or letting you know about the changes to the service.

We may use your/your child's personal data in our marketing campaigns where we have your consent.

Share updates with you via email about upcoming opportunities and events that may be of interest to you.

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Provide further information to you about a specific topic you have requested to hear more about. Measure and understand how our audience respond to a variety of marketing activity so we can ensure our activity is well targeted relevant and effective.

Participation in use of research surveys either via email telephone, online or in person for which you are under no obligation to participate.

### **How do we store your data?**

Your personal data will be stored securely on our databases and will be reviewed every six months and where appropriate we will delete your personal data.

We will keep your information for as long as is reasonably necessary for the purposes of our business and that which is set out in this privacy policy and fulfil our legal obligations. We will not keep more information than we need. The retention period of your data will vary depending on the purpose of collection.

For further information about how long we will keep any particular piece of information please contact us at [info@encoremusicaltheatre.co.uk](mailto:info@encoremusicaltheatre.co.uk)

As stated above, we will send you information from time to time about products and services provided by Encore that we think you might like. You may always opt out of this type of communication at a later date.

Where emails are created using a third party website, we will ensure your data is stored securely within a password protected account.

If you ask us to stop sending direct marketing communications to you we will only keep the minimum amount of information (name, child's name, email address, telephone number, address) to ensure we adhere to such requests.

### **What are your data protection rights?**

Data Protection Legislation (GDPR) gives you the right to access the information we hold about you. Your right of access can be exercised in accordance with Data Protection Legislation (GDPR). To obtain a copy of the personal information we hold about you please contact us in the manner set out at the end of this Privacy Notice.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights contained in this Privacy Notice). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances. In these instances, we will notify you.

You have the right to request that Encore erase or rectify your personal data in accordance with Data Protection Legislation (GDPR) under certain conditions.

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If you have given consent to the collection, processing and transfer of your personal data for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact us on the details below. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

In response to a request from a child relating to any of the above rights, we will need to make a decision on whether the information should be provided to them or to their parents/legal guardian. For this we will be guided by the individual's age at the time of request and their level of understanding about what they are requesting and why. For these purposes, we are of the opinion that most children will reach this level of understanding at around age 16.

If you make a request we have one month to respond to you. If you would like to exercise any of these rights please contact us at our email: [info@encoremusicaltheatre.co.uk](mailto:info@encoremusicaltheatre.co.uk)

### **Website/cookies and how do we use them:**

For more information on this please refer to the Terms and Conditions of the Encore website which can be found here: [Terms & Conditions | Encore Musical Theatre](#)

Encore Uses cookies in a range of ways to improve your experience on our website including keeping you signed in and understanding how you use our website.

There are a number of different types of cookies, however, our website uses;

Functionality cookies uses these cookies so that we recognise you on our website and remember your previously selected preferences; these could include what language you prefer and location you are in. A mix of first party and third-party cookies are used. You can edit your cookie settings in your browser.

### **Changes to our Privacy Policy and your duty to inform us of any changes.**

We have a right to amend this policy and will notify you of any changes made via email.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

### **Withdrawing consent or complaints:**

You have the right to withdraw from us your consent to process your personal data at any time. Please bear in mind that if you object, this may affect our ability to complete any service which

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we have agreed with you. Encore will maintain an audit trail of consent given and consent withdrawn.

If you consider that we have failed to comply with this Privacy Notice and/or Data Protection Legislation in relation to the information which we hold or process, or you are not satisfied with our response, you have a right to make a complaint to the relevant UK supervisory authority for data protection issues at any time, which in the UK is the Information Commissioner's Office (ICO). We would, however, appreciate the chance to deal with any concerns before you approach the ICO, so please contact us in the first instance in the manner which is set out at the end of the Privacy notice.

### **How to contact us:**

If you have any questions about Encore's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email [info@encoremusicaltheatre.co.uk](mailto:info@encoremusicaltheatre.co.uk)

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