

Croydon School of Performing Arts CIC

Privacy Policy

Version: 1.0

Effective Date: 29 July 2026

Reviewed: Annually

1. Introduction

Croydon School of Performing Arts CIC ("we", "our", "us") is committed to protecting the privacy and personal information of our students, parents, guardians, staff, volunteers and visitors.

We process personal data in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Privacy and Electronic Communications Regulations (where applicable)

This Privacy Policy explains what information we collect, why we collect it, how we use it, how long we keep it and your rights.

2. Contact Details

If you have any questions regarding this Privacy Policy or how we process your personal information, please contact:

Croydon School of Performing Arts CIC

Email:

admin@croydonschoolofperformingarts.co.uk

3. Who this Policy Applies To

This policy applies to:

- Students
- Parents and guardians
- Prospective students
- Staff
- Freelance teachers
- Volunteers
- Visitors to our website
- Users of our Parent Portal

4. Information We Collect

Depending on your relationship with us, we may collect:

Personal Information

- Parent/guardian names
- Student names
- Dates of birth
- Gender (where provided)
- Home addresses
- Email addresses
- Telephone numbers
- Emergency contact details

Medical Information

To help keep students safe, we may collect:

- Medical conditions
- Allergies
- Medication requirements
- Additional needs
- Accessibility requirements
- Injury information
- Emergency medical information

Class Information

- Classes attended
- Attendance records
- Progress
- Examination entries and results
- Performance participation
- Competition participation
- Costume sizes
- Uniform information

Financial Information

- Billing information
- Payment history
- Invoices
- Outstanding balances
- Payment method
- Standing Order information where applicable

We do **not** store full debit or credit card details.

Images and Videos

Where permission has been given, we may collect:

- Photographs
- Videos
- Performance recordings

These will only be used in accordance with our Photography & Video Consent Policy.

Website Information

When visiting our website, we may automatically collect:

- IP address
- Browser type
- Device information
- Pages visited
- Cookies
- Website usage statistics

5. Why We Collect Your Information

We use your information to:

- Register students
- Deliver dance and performing arts classes
- Manage attendance
- Contact parents and guardians
- Respond to enquiries
- Process payments
- Produce registers
- Manage performances and events
- Ensure student welfare and safeguarding
- Meet health and safety requirements
- Administer examinations
- Manage waiting lists
- Provide customer support
- Comply with legal obligations

6. Lawful Basis for Processing

Under the UK GDPR, we process personal information using one or more of the following lawful bases:

- Performance of a contract
- Legal obligation
- Legitimate interests
- Consent (where required)
- Vital interests (for emergency medical situations)

Where consent is required, such as for photography or the use of images, you may withdraw your consent at any time by contacting us.

7. Photography and Video

Photographs and videos may be taken during:

- Classes
- Workshops
- Performances
- Examinations
- Holiday activities
- Open Days
- Events

Images and videos will only be used in accordance with the permissions you have provided.

8. Sharing Your Information

We will never sell your personal information.

Where necessary, we may share information with trusted organisations including:

- DanceStudio-Pro
- Stripe and other payment processors
- Examination boards
- Performance venues
- Costume suppliers
- Chaperones
- Professional photographers
- Professional videographers
- IT service providers
- Accountants
- Insurers
- Regulatory authorities where required by law
- Emergency services where necessary

All organisations processing information on our behalf are expected to comply with UK data protection legislation.

9. Data Security

We take appropriate technical and organisational measures to protect your personal information, including:

- Password-protected systems
- Secure cloud-based software
- Restricted staff access
- Secure payment systems
- Staff confidentiality obligations
- Regular software updates

Whilst we take every reasonable precaution, no method of electronic transmission or storage is completely secure.

10. How Long We Keep Information

We only retain personal information for as long as necessary.

Retention periods are determined by:

- Legal obligations
- Financial regulations
- Safeguarding responsibilities
- Insurance requirements

When information is no longer required (after 1 year of no engagement), it will be securely deleted or destroyed.

11. Your Rights

Under the UK GDPR you have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion of information where legally applicable
- Request restriction of processing
- Object to processing
- Request data portability where applicable
- Withdraw consent where processing is based on consent

Requests should be made by emailing:

admin@croydonschoolofperformingarts.co.uk

12. Children's Information

As we provide services for children, most personal information is supplied by parents or legal guardians.

Children's information is processed solely for the purpose of providing classes safely, fulfilling our contractual obligations and meeting our safeguarding responsibilities.

13. Cookies

Our website may use cookies to:

- Improve website performance
- Remember user preferences
- Analyse website traffic
- Improve the user experience

You can manage or disable cookies through your web browser settings.

14. Marketing

From time to time, we may contact parents and guardians with information about:

- New classes
- Holiday workshops
- Performances
- Events
- School news and updates
- Special activities and opportunities offered by Croydon School of Performing Arts CIC

15. Third-Party Websites

Our website and Parent Portal may contain links to third-party websites.

We are not responsible for the privacy practices or content of those websites and encourage you to read their individual privacy policies before providing personal information.

16. Complaints

If you have any concerns about how we process your personal information, please contact us in the first instance so that we can try to resolve the matter.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Information Commissioner's Office (ICO)

Website: <https://ico.org.uk>

17. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, guidance or the way we operate.

The most recent version will always be available on our website and through our Parent Portal.

Croydon School of Performing Arts CIC

Email:

admin@croydonschoolofperformingarts.co.uk