

# Privacy Policy

Sing and Sign – Bath and Trowbridge is committed to protecting your privacy. Raych Carbery on behalf of Sing and Sign - Bath and Trowbridge acts as Data Controller and Processor; Russell Harrison on behalf of Zebranet acts as Data Controller for Sing and Sign - Bath and Trowbridge. Both Sing and Bath and Trowbridge - Bristol and Zebranet are registered with the ICO.

Sing and Sign - Bath and Trowbridge may collect data so that we can respond to your messages, understand your needs and offer you the right class or product. We do this through various means:

our website enquiry form, emails, taster sessions, Facebook messages and comments, texts and phone calls.

So if you ask us to contact you, we will do so with relevant information at the relevant times by email or phone. If you are contacted at a time you consider to be not relevant to you, and you wish to be removed from our records please let us know and we will act accordingly.

Zebranet collects data through the BookMyClass registration process when you book on to one of our classes. Sing and Sign - Bath and Trowbridge will use this data to ensure you are in the correct class as well as to contact you with relevant information. Contact will be via email primarily but also occasionally through phone and/or text if the information is more urgent or if email contact has proven ineffective.

Our communication will be about your agreed class. This could include: booking notice, payment reminder, booking confirmation, venue information, handouts about the class content, notice of cancellations or delays, ordering and fulfilling orders of resources and rebooking for future Sing and Sign courses.

When you finish your term/terms with Sing and Sign - Bath and Trowbridge, correspondence will largely cease.

We will always ask for your consent before adding you to our contact database (consent will be part of your booking process). With consent, we may periodically send promotional emails about fundraising, new products, special offers or other information which we think you may find interesting using the email address which you have provided. With consent, we may contact you by email very occasionally to ask for support in awards/competitions.

Sing and Sign - Bath and Trowbridge will keep your data for 7 years unless you specifically request it to be removed from our systems and Zebranet. Sing and Sign - Bath and Trowbridge will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

You have rights relating to our storage and use of your personal data including:

- The right to be forgotten - where you can ask us to delete all personal data relating to you.
- The right to object - you can say no to certain data use such as profiling for marketing purposes.
- The right to rectification - you can ask us to have incomplete data completed.
- The right of access - you have the right to know what data is being processed and how.

Please request any of the above in writing to Raych Carbery, Sing and Sign - Bath and Trowbridge 15 Great Parks, Holt, Wiltshire BA14 6QP

You also have the right to raise a complaint with the ICO if you are unhappy with the way we have collected, stored or used your personal data.

Please inform us of any changes to your contact information so we can keep our records up to date. If at any point, you prefer not to receive any further e-mails, please let us know using the UNSUBSCRIBE instructions at the bottom of every Sing and Sign - Bath and Trowbridge email.

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BookMyClass online booking system, designed & developed by [Zebranet](#)