



Privacy Policy

Last Updated: 18/06/26

1. Introduction

At **Miss Lottie Music & Drama**, we are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal information when you attend our classes, make a booking, visit our website, or interact with us.

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Information We Collect

We may collect and process the following information:

- Parent or guardian name
- Child's name and age
- Contact details, including email address and telephone number
- Emergency contact information
- Relevant medical information, allergies, or additional needs that may affect participation in classes
- Booking and payment information
- Photographs and videos (where consent has been provided)
- Communications sent to us via email, social media, telephone, or booking platforms

3. How We Use Your Information

We use your personal information to:

- Manage class bookings and registrations
- Communicate important information about classes, events, and schedules
- Ensure the safety and wellbeing of participants
- Respond to enquiries and customer service requests
- Maintain attendance records
- Meet legal and safeguarding obligations

- Promote our business through photographs and videos where consent has been obtained

4. Photography and Social Media

Photographs and videos may occasionally be taken during classes, performances, or events for promotional purposes.

Consent for the use of photographs and videos will be requested during the booking process. If consent is not provided, reasonable steps will be taken to ensure that your child is not identifiable in any images or recordings used for marketing or social media purposes.

You may withdraw your consent at any time by contacting us.

How We Store Your Information

We take appropriate measures to protect personal information from loss, misuse, unauthorised access, disclosure, alteration, or destruction.

Information is stored securely through password-protected systems and trusted booking platforms. Access is limited to those who require the information for legitimate business purposes.

5. How Long We Keep Information

We will only retain personal information for as long as necessary to fulfil the purposes for which it was collected, including legal, accounting, safeguarding, and insurance requirements.

When information is no longer required, it will be securely deleted or destroyed.

6. Sharing Your Information

We will not sell, rent, or trade your personal information.

Information may be shared only where necessary with:

- Booking and payment service providers
- Emergency services where required for health and safety reasons
- Regulatory authorities where legally required
- Professional advisers, insurers, or legal representatives where necessary

All third-party providers are expected to handle personal information securely and in accordance with applicable data protection laws.

7. Your Rights

Under UK data protection law, you have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your personal information where appropriate
- Restrict or object to certain processing activities

- Withdraw consent at any time where processing is based on consent
- Lodge a complaint with the Information Commissioner's Office (ICO)

8. Children's Information

As our services are designed for children, personal information relating to children will only be collected and processed with the knowledge and consent of a parent or legal guardian.

We are committed to safeguarding children's privacy and handling their information responsibly.

9. Changes to This Policy

We may update this Privacy Policy from time to time. Any significant changes will be communicated through our website, booking platform, or direct communication where appropriate.

Contact Us

If you have any questions about this Privacy Policy or how your personal information is handled, please contact:

Miss Lottie Music & Drama
Contact Person: Miss Lottie
Email: misslottiemusic@gmail.com
Telephone: 07466172846

If you are unhappy with how your data has been handled, you may contact the Information Commissioner's Office (ICO).