Northolt Ballet School - Data Protection and Privacy Policy

Effective from 31st July 2026

This document outlines the Data Protection and Privacy Policy at Northolt Ballet School. The privacy of our customers' information is of the utmost importance, and we are committed to protecting the personal information of all of our customers, students and staff, and their parents/carers/guardians/families.

Definitions and Terms of Reference:

- Any reference of ‘us’ or ‘we’ refers to Northolt Ballet School.
- Any reference of ‘the customer’ or ‘you’ refers to parents, guardians and carers.

This Privacy Policy explains:

- How and when we may collect personal information
  - What information we may collect
  - How we may use that information
  - How and how long we store the information
- When and how we may share the information with others
- Your rights and our responsibilities regarding data protection
  - How we keep your information secure

How and when we may collect your information:

- If you enrol yourself or your child into one of our classes
- If you engage in our website or subsequent suppliers
- When you make payments for classes or events

What information we may collect:

- We may collect student and customer information including:
  - Full names
  - Gender

- Contact information (email, phone number, address) and emergency contact information
- Medical information and history
- Permission and consent
- Photography or video images
- Class enrollment and attendance
- Payment information (stored securely on Class Manager CRM)

How we may use your information, and when it may be shared with others:

- Internal records
- Timetabling and class enrolment
- Improvement of our services
- Sending invoices or payment reminders
- Communication regarding classes and events
- Submitting exam entries to the Royal Academy of Dance (information such as full names and date of birth may need to be shared with the Royal Academy of Dance or other exam boards for examinations. These exam boards ensure GDPR compliance and data is securely stored through their systems).

How data is stored, and how long for:

- Data is stored securely through the Class Manager CRM, is password protected and only accessible by Miss Charis O'Halloran and other staff of Northolt Ballet School.
- Photo and video images will be stored on a dedicated password protected mobile device. No photos or videos will be stored on personal staff phones or devices.
- Once we receive notice that you wish to unenrol your child from classes and the notice period has ended, your data will be removed from the system.
- Once data is deleted, it may persist on a backup or archive for legal, tax or regulatory purposes.

Your rights under UK GDPR legislation:

• You may access and review your data.

• You may request corrections to inaccurate data.

• You may withdraw consent or request deletion of your data.

• You may object to processing or restrict how your data is used.

Please email info@northoltballetschool.com if you wish to exercise any of these rights or require additional information.

Our responsibilities:

- Northolt Ballet School will ensure all emails, messages and other personal correspondence are received by Miss Charis O'Halloran.

- Sharing, discussing or forwarding any confidential information is prohibited under UK legislation.
- All information is stored securely through Class Manager CRM and is password protected to ensure security.

Changes to this privacy policy:

- Northolt Ballet School reserves the right to make changes to this privacy policy as we may deem necessary or as may be required by law. Any changes will be immediately posted on the Website, and you are deemed to have accepted the terms of the privacy policy on your first engagement with our classes or services following the alterations.