

# OUR TERMS AND CONDITIONS

## Privacy Policy

- If you provide consent by opting in to electronic marketing communications from your local Pyjama Drama leader/Head Office, we will use the personal information you provide to us to send you (via email, phone or text), information about our sessions, workshops, parties and other products including our franchise opportunities and requesting electronic reviews of our services. You may stop receiving these communications at any time by contacting us.
- If you provide consent by opting in to our newsletter, we will use the personal information you provide to us to send you (via email), information about our sessions, workshops, parties and other products including our franchise opportunities and requesting electronic reviews of our services. You may stop receiving these communications at any time by contacting us.
- We will provide an opportunity at every point of contact to 'opt out' of any further communication.
- If you are a current customer of Pyjama Drama, we will use the information you provide us with to contact you regarding our service, for example processing your payment, making you aware of changes to class times or venues.
- We will only give your personal information to third parties where the law either requires or allows us to do so.
- Your personal information will be held for an appropriate amount of time to form our customer database. This is deemed to be two years after last a service was paid for, or indefinitely should you continue to opt in to receive electronic marketing communications.
- We take appropriate technical and organisational security measures to safeguard personal information.
- You have the right to request the deletion of your personal information, at any time. Please email your request to [sarah@pyjamadrama.com](mailto:sarah@pyjamadrama.com). We will comply with any request within 28 days.

You have the right to complain to the ICO if you think there is a problem with the way we are handling data to ensure that we:

- Collect and process appropriate information, and only to the extent that it is needed to fulfil its operational needs or to comply with any legal requirements
- Ensure the quality of information used
- Ensure that the rights of people about whom information is held, can be fully exercised under the Act. These include:
  - a) The right to be informed that processing is being undertaken
  - b) The right of access to one's personal information
  - c) The right to prevent processing in certain circumstances and
  - d) The right to correct, rectify, block or erase information which is regarded as wrong

information)

e) Taking appropriate technical and organisational security measures to safeguard personal information

f) Ensuring that personal information is not transferred abroad without suitable safeguards

g) Treating people justly and fairly whatever their age, religion, disability, gender, sexual orientation or ethnicity when dealing with requests for information

h) Setting out clear procedures for responding to requests for information

### **Classes**

- Customers are responsible for their children at all times (except during a class where the child is not accompanied by a parent/guardian)
- Customers must inform their teacher of any health issues that may be relevant, including changes in a child's health or wellbeing before the start of a class
- Customers must follow health and safety procedures as advised to them by their teacher
- Customers should arrive promptly for classes to avoid disruption to the rest of the class
- Pyjama Drama may, at its discretion, refuse a customer entry to a session or sessions, if it is felt that the customer's behaviour is unacceptable