



## **Urban Stage School of Performing Arts Data Protection and Privacy Policy Document**

Urban Stage School of Performing Arts (“Urban Stage” or “we”, “us” or “our” as the context permits) is committed to your privacy. This Privacy Policy sets out how we collect, process and protect your personal information. The policy is in line with data protection laws applicable within the United Kingdom and in the EU (the General Data Protection Regulation).

The policy may be updated from time to time, so please check back at regular intervals.

### **Personal Data We Collect**

To enable Urban Stage to manage its business, we maintain a database which holds the following information:

- Personal information of Parents/Guardians: such as names, addresses, contact telephone numbers and email addresses.
- Student information: such as name, age, D.O.B, medical issues (only those that we need to know in case of emergencies)

We may receive this information:

- Directly from you when you register as a customer or contact us in writing, by telephone, email or via website when enquiring about our courses

By providing any personal information to Urban Stage relating directly to you or third parties (students), you represent and warrant that you have the authority to transfer such information to us, and that you authorise Urban Stage to process it where necessary in compliance with this Privacy Policy.

### **Who Will Hold Your Information?**

Your information will be held by Urban Stage. Urban Stage, the “Data Controller” will have control over and responsibility for your personal information.

If the operations of Urban Stage are sold or integrated with another organisation your details may be disclosed to our advisors and any prospective purchasers and their advisors and will be passed on to the successor organisation.

## **How Will Urban Stage Use Your Personal Data?**

We process the information we collect as described above for the management of rights entrusted by you to Urban Stage or for the provision of other services. This processing is necessary for the performance of the mandate(s) for the management of rights or agreement(s) for other services you have entered into with us or to take steps at your request prior to entering into such mandate(s) or other agreement(s). This includes:

- Using your contact details to respond to any communications you have with Urban Stage (telephone, email or otherwise).
- Updating our systems to provide enhanced, relevant and accurate services to you.
- We may use your contact details wherever necessary and required for the fulfilment of contract and legitimate interests in providing our management of rights services, including keeping you informed about developments at Urban Stage.
- Urban Stage may process your data to comply with any legal obligations and to enforce or apply our governing rules or any other agreements; or to protect the rights, property, or safety of Urban Stage, its customers, its staff, or other third parties.
- We may use your data for research and analysis, and for internal service monitoring to ensure our services are of the highest standard.
- Urban Stage will never provide your details to third parties for marketing purposes.
- Urban Stage may use your personal data to keep you informed about other products and services offered by us. If you would rather not receive this information, please notify us by sending an email to [info@urbanstage.co.uk](mailto:info@urbanstage.co.uk)
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## **Who We May Share Your Personal Data With**

Urban Stage may share your data, for the purposes described above, with

- The staff with whom the students in our care are working with so they may contact you in case of emergency
- Regulatory bodies, courts, law enforcement agencies, auditors and professional advisors to comply with legal obligations; or to obtain professional related advice; or for fraud prevention purposes; or to enforce agreements; or protect the rights, property, or safety of Urban Stage, its Customers, its staff, or other third parties.

Where Urban Stage needs to transfer your personal data to a third party we will take reasonable steps to ensure your data is treated securely in accordance with this Privacy Policy and EU data protection regulations.

## **Protection of Your Data**

All information provided to Urban Stage is stored securely and is accessible only by authorized personnel. We have appropriate technical infrastructure and organisational measures against any unauthorised access, accidental loss or destruction and damage to your data.

Please note that where our web site includes links to, or content embedded from, third party web sites, such web sites are outside our control and are not covered by this Privacy Policy.

## **Retention of Data**

Urban Stage may keep your information for as long as necessary to provide our services, including those aspects of such services which continue beyond your contract with us, for example to comply with legal and regulatory or technical obligations. We further undertake that we will not hold information about you which is excessive in respect of the purposes for which it is processed.

You may at any time ask for your information to be removed from our databases. In which case we will delete all stored information relating to you and any third party.

## **Your Rights**

You can request a copy of your personal data that we hold in our systems (in a machine-readable format if necessary) with explanations on how it is processed; to correct any mistakes; to have incomplete information completed; or to object or restrict the processing of your data; or to even request the deletion of your data (wherever we are not legally obliged to hold that data).

## **How to Contact Urban Stage**

If you have any questions about this Privacy Policy or would like to make a request to exercise any of your rights in relation to your personal data, please use the following contact details:

Urban Stage School of Performing Arts, PO Box 276, Swinton, Manchester. M27 0WU

T: 0161 211 9955 or 07969 509159

E: [info@urbanstage.co.uk](mailto:info@urbanstage.co.uk)

## **Complaints**

We take your privacy very seriously and are committed to processing your data in compliance with applicable UK and EU data protection legislation. If you have any concerns with the way your data has been processed, please contact us using the contact information above. If you are unhappy with how your complaint has been handled, you may lodge a complaint with the Information Commissioner's Office: [www.ico.org.uk](http://www.ico.org.uk)