

DATA PROTECTIONS & PRIVACY POLICY 2023

KAREN RYDER THEATRE SCHOOL

Our Privacy Policy was last updated on 23rd October.

INTRODUCTION



This Policy sets out the obligations of KRTS, registered as K Ryder Trading as Karen Ryder Theatre School (KRTS) - ("the Company") regarding its data protection and the rights of customers, business contacts and partners ("data subjects") in respect of their personal data under EU Regulation 2016/679 General Data Protection Regulation ("GDPR").

GDPR defines "personal data" as any information relating to an identified or identifiable natural person (one who can be identified, directly or indirectly, by an identifier such as a name, an identification number, location data, an online identifier, or by any physical, physiological, genetic, mental, economic, cultural, or social identity).

This Policy sets KRTS obligations regarding the collection, processing, transfer, storage, and disposal of personal data. The procedures and principles set out herein must be followed at all times by KRTS, its employees, agents, contractors, or other parties working on behalf of the company.

GDPR

This Policy aims to ensure compliance with GDPR. Any party handling personal data must comply with a set of principles ensuring all personal data must be:

- Processed in a transparent manner and be lawful and fair.
- Collected only for specified, explicit, and legitimate purposes.
- Not be processed in a manner that is incompatible with those purposes.
- Further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes.
- Adequate, relevant, and limited to what is necessary in relation to the purposes for which it is processed.
- Accurate and kept up to date.
- Erased if inaccurate, having regard to the purposes for which it is processed, is erased, or rectified without delay.
- Kept in a form permitting identification of data subjects for no longer than is necessary and only for the purposes for which the personal data is processed.
- Personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes, or statistical purposes, subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of the data subject.
- Processed in a manner ensuring security of the personal data. This includes protection against unauthorised or unlawful processing and against accidental loss, destruction, or damage, using appropriate technical or organisational measures.

YOUR RIGHTS UNDER GDPR

KRTS undertakes to respect the confidentiality of your personal data. You have the right under this privacy policy, and by law if you are within the EU, to:

- Request access to your personal data. The right to access, view, update or delete the information we hold about you.
- Request correction of any incomplete or inaccurate information of the personal data that we hold about you.
- Object to processing of your personal data. This right exists where we are relying on a legitimate interest as the legal basis for our processing and there is something about your particular situation, which makes you want to object to our processing of your personal data on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.
- Request erasure of your personal data when there is no good reason for us to continue processing it.
- Request the transfer of your personal data. Please note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- Withdraw your consent. If you withdraw your consent, we may not be able to provide you with access to certain specific functionalities of our service.

EXERCISING OF YOUR GDPR DATA PROTECTION RIGHTS

You may exercise your rights of access, rectification, cancellation and opposition by contacting us. Please note that we may ask you to verify your identity before responding to such requests.

You have the right to complain to a Data Protection Authority about our collection and use of your personal data.

TYPES OF DATA COLLECTED

We collect the minimum amount of personal information needed to complete a contract that we have with you.

Where we need to collect personal information about you by law, or in order to achieve contractual obligations to you, if you fail to provide that information when requested, we may not be able to perform the contract we have or services we are trying to provide to you. In this case, we may have to stop providing you with the services, but we will notify you if this is the case at the time.

We collect your personal information by direct interactions with you. Mainly you will give us your identity and contact data by filling in forms or by corresponding with us by post, phone and email.

PERSONAL / DATA:

While using Our Service, KRTS may ask you to provide certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to:

- Email address
- First name and last name
- Phone number
- Address, Postal code, City
- Date of birth
- Photography

We may also collect further information based on how you engage with us, such as social media profiles, affiliate companies (Manchester Theatres), or surveys.

IDENTITY DATA

- Credit/debit card information may need to be collected for customers wishing to pay for our services in this manner.

SOCIAL MEDIA

If you interact with us on social media* (and depending on your own privacy settings): campaign tag information (e.g. hashtags), name, social network ID, image/profile picture, email address, gender, location, date of birth and/or such other information which you have explicitly made available, either by granting access specifically to KRTS or by making such information visible to the general public.

* KRTS does not control third-party sites or platforms (e.g. Facebook, Twitter, Instagram, MailChimp, SurveyMonkey, Powster) and this policy does not apply to them. Please consult relevant third party's policy to find out how they collect and use your information.

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

This policy provides information regarding the treatment of information provided to, or collected by, Karen Ryder Theatre school (KRTS); and applies to: (i) the website, (ii) any direct

or indirect engagement with KRTS in other ways (such as, email correspondence).

Information collected under this policy may be used in the manner described by Karen Ryder Theatre School and its subsidiaries, agents, trusted partners and affiliates acting on its behalf (Manchester Theatres).

If you have any questions about the way in which your data is collected, processed or stored by KRTS, you can contact us.

WHAT YOUR DATA MAY BE USED FOR

Karen Ryder Theatre School may use personal data for the following purposes:

- To provide and maintain our service. This includes monitoring the usage of our service.
- To manage your account: The personal data you provide can give you access to different functionalities of the service that are available.
- For the performance and fulfilment of a contract. This includes the development, compliance and undertaking of the products, items or services you have purchased.
- To contact you: To contact you by email, telephone calls, SMS, what's app groups, or other equivalent forms of electronic communication. The purpose of this is to communicate with you regarding fees and updates, including, but not limited to information regarding classes and additional offers.
- To provide you with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless you have opted not to receive such information.
- To attend and manage your requests to KRTS.
- To enforce our Terms and conditions or our rules.
- To protect KRTS and/or a third-party rights holder's rights or property.
- To comply with legal process or other cases if we believe in good faith that such disclosure is required by law.

We may use your information for other purposes, including but not limited to data analysis, identifying usage trends, analysing promotional campaigns and to improve our service.

SHARING YOUR PERSONAL INFORMATION

We would only share your personal information in the following situations:

- With service providers to monitor and analyse the use of our own service.
- In the case of a business transfer, we may share or transfer your personal information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of KRTS to another company.
- We may share your information with our affiliates (Manchester Theatres), in which case we will require those affiliates to honour this privacy policy.
- With other customers. This will only be the case in relation to agreeing to be a part of electronic groups, such as what's app groups or facebook groups, whereby other users information may be viewed by all users and may be publicly distributed outside.
- Under certain circumstances, KRTS may be required to disclose your personal data by law or in response to valid requests by public authorities (e.g. a court or a government agency). This may include but is not limited to compliance with a legal obligation, to protect and defend the rights or property of the company, to prevent or investigate possible wrongdoing in connection with the service, protect the personal safety of users of the service or the public, protect against legal liability.
- Only employees, agents, sub-contractors, or other parties working on behalf of KRTS that need access to, and use of, personal data in order to carry out their assigned duties correctly shall have access to personal data held by KRTS.

CHILDREN'S PRIVACY

Our Service does not address anyone under the age of 13.

We do not knowingly collect personally identifiable information from anyone under the age of 13.

If you are a parent or guardian and you are aware that your child under the age of 13 has provided KRTS with personal data, please contact us.

If we become aware that we have collected personal data from anyone under the age of 13 without verification of parental consent, we will take steps to remove that information from our servers.

For any child over the age of 13, we will require parental or guardian consent before we collect and use that information.

WEBSITE

Website Users:

You make certain information available to us when you visit our website or use our services via a third-party platform using one or more devices and KRTS uses technology such as cookies to collect such information, insofar as we are permitted by law and where applicable, subject to your explicit consent. Such information shall include but may not be limited to:

- User client ID generated by Cookies which are unique to you.
- Referrer information (e.g. location of the link you clicked to reach our page).
- Campaign tag information (e.g. hashtags);
user agent information (e.g. browser type);
device type (e.g. iPhone, iPad, Android);
your IP address;
country and city location data (based on IP); and
user's click events (i.e. where you point and click on our site).

Links to Other Websites

Our service may contain links to other websites that are not operated by us. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

KRTS SCHOOL COOKIES POLICY

WEBSITE / USAGE DATA

Usage data is collected automatically when using the website and web based services. Usage data may include information such as your device's IP address, browser type, browser version, the pages of our service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When you access the KRTS by or through a mobile device, we may collect certain information automatically, including, but not limited to, your mobile device, your mobile device unique ID, your mobile's IP address, your mobile operating system, your mobile internet browser, unique device identifiers and other diagnostic data. These may be dependent on your own settings.

COOKIES

A cookie is a small file placed on your device. You can instruct your browser to refuse all Cookies or to indicate when a Cookie is being sent. However, if you do not accept Cookies, you may not be able to use some parts of our service. Unless you have adjusted your browser setting so that it will refuse Cookies, our Service may use Cookies.

Cookies can be "Persistent" or "Session" Cookies. Persistent Cookies remain on your device when you go offline, while session Cookies are deleted as soon as you close your web browser.

We may use both session and persistent Cookies for the purposes set out below:

- **Necessary / Essential Cookies (Session Cookies).** These Cookies are essential to provide you with services available through the website and to enable you to use some of its features. They help to authenticate users and prevent fraudulent use of user accounts. Without these Cookies, the services that you have asked for cannot be provided.
- **Cookies Policy / Notice Acceptance Cookies (Persistent Cookies).** These Cookies identify if users have accepted the use of cookies on the website.
- **Functionality Cookies (Persistent Cookies).** These Cookies allow us to remember choices you make when you use the website, such as login details or language preference. The purpose of these Cookies is to provide a more personal experience and to avoid you having to re-enter preferences every time you use the Website.
- **Tracking and Performance Cookies (Persistent Cookies).** These Cookies are used to track information about traffic to the website and how users use the website. The information gathered via these Cookies may directly or indirectly identify you as an individual visitor. This is because the information collected is typically linked to a pseudonymous identifier associated with the device you use to access the website. We may also use these Cookies to test new pages, features or new functionality of the website to see how our users react to them.

For information about how to change the way your browser interacts with cookies, please visit the 'Help' section of your internet browser or visit <http://allaboutcookies.org> for further general information regarding the way in which cookies work.

The KRTS website may also contain content and links to third-party websites that also operate cookies. KRTS does not control these third-party websites or cookies and this Policy does not apply to them. Please consult the policy of the relevant third party to find out how they collect and use your information.

CHANGES TO THIS PRIVACY POLICY

Changes to this Privacy Policy

KRTS reserves the right to update or make changes to its privacy policy from time to time. This may be necessary due to changes in the Law, or new technologies, industry practices, regulatory requirements and any other purposes. We will notify you of any changes prior to the change becoming effective and update the "Last updated" date at the top of this privacy policy. Where applicable, we will obtain your consent.

Contact Us

If you have any questions about this privacy policy, you can contact us via telephone, message, email, social media.

DECLARATION

I have read the Karen Ryder Theatre School (KRTS) privacy policy and accepts the terms of service.

DATE: _____

PARENT / GUARDIAN NAME: _____

STUDENT: _____

STUDENTS CLASS: _____

