LH Acrobatics Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- How to complain

Contact details

Email

lhacrobatics@gmail.com

What information we collect, use, and why

We collect or use the following information **for student education and welfare**:

- Names and contact details for students/children
- Names and contact details for parents, guardians, carers
- Gender
- Date of birth
- Next of kin and emergency contact information
- Special Educational Needs and Disabilities (SEND) or additional support information (includes reasonable adjustments and special educational needs and disabilities)
- Details of any criminal convictions
- Photographs
- Attendance and reason for absence data
- Exam results and qualifications
- Information relating to compliments and complaints
- Right to work information

We also collect or use the following special category information **for student education and welfare**. This information is subject to additional protection due to its sensitive nature:

- Health information

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Addresses
- Witness statements and contact details
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Special Educational Needs and Disabilities (SEND) or additional support information (includes reasonable adjustments and special educational needs and disabilities)
- Attendance and reason for absence data

We also collect the following special category information for **dealing with queries, complaints or claims**. This information is subject to additional protection due to its sensitive nature:

- Health information

We collect or use the following information **to comply with legal requirements**:

- Identification documents
- Health and safety information
- Criminal offence data (including Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Safeguarding information
- Any other personal information required to comply with legal obligations

We also collect or use the following special category information **to comply with legal requirements**. This information is subject to additional protection due to its sensitive nature:

- Health information

Lawful bases and data protection rights

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.
Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. Read more about the right of access.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. Read more about the right to rectification.
- **Your right to erasure** - You have the right to ask us to delete your personal information. Read more about the right to erasure.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. Read more about the right to restriction of processing.
- **Your right to object to processing** - You have the right to object to the processing of your personal data. Read more about the right to object to processing.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. Read more about the right to data portability.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. Read more about the right to withdraw consent.

If you make a request, we must respond to you without undue delay and in any event within one month.
To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information **for student education and welfare** are:

- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
- Our legitimate interest is to provide safe, effective and appropriate dance education and to protect the health, safety and wellbeing of our students. We collect and use relevant personal information to manage enrolment and attendance, communicate with students and parents\/carers, respond to emergencies, meet individual needs, and support safeguarding and welfare. We only collect information that is necessary and proportionate for these purposes and handle it securely and confidentially.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
- We have a legitimate interest in receiving, investigating and responding to queries, complaints and claims from students, parents\/carers and other relevant individuals, and in maintaining appropriate records to resolve issues, improve our services and protect the interests of our students and the School. Where necessary, we may also process information to comply with a legal obligation or to establish, exercise or defend legal claims.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information **to comply with legal requirements** are:

- Legal obligation - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Where we get personal information from

- Directly from you
- Parents or carers

How long we keep information

We only keep personal information for as long as it is necessary for the purpose for which it was collected or where we are required to retain it by law. Our standard retention period for general student records is for the duration of the student's enrolment and for 2 years after their last interaction with us**.** Some information, including financial records, safeguarding records, accident and incident records and information relating to legal claims, may need to be retained for longer. Our full Data Retention Schedule sets out the retention periods that apply to different types of information. When information is no longer required, it will be securely deleted, securely disposed of or anonymised.

LH Acrobatics – Data Retention Schedule

Type of information	How long we keep it
Current student records – names, contact details, date of birth, gender and enrolment information	For the duration of the student's enrolment
Former student records – general contact and enrolment information	2 years after the student's last interaction with LH Acrobatics
Parent/carer/guardian contact details	For the duration of the student's enrolment and 2 years after their last interaction
Emergency contact / next-of-kin information	For the duration of the student's enrolment and up to 2 years after their last interaction
Attendance and absence records	2 years after the student's last interaction
SEND / additional support information	For as long as necessary to provide appropriate support, normally up to 2 years after the student's last interaction
Health, medical and allergy information	For as long as necessary to safely provide the service and protect the student's welfare, normally up to 2 years after their last interaction
Photographs and videos	For as long as required for the purpose for which they were collected. Promotional images will be reviewed periodically and deleted when no longer required or when permission is withdrawn
Exam results and qualifications	For the duration of the student's enrolment and 2 years after their last interaction
Compliments, queries and general correspondence	2 years after the matter has been closed
Complaints	2 years after the complaint has been resolved, unless a longer period is necessary for a legal claim, safeguarding matter or other legal requirement
Accident, incident and health & safety records	6 years after the incident, or longer where necessary for safeguarding, legal proceedings or regulatory requirements
Safeguarding records	For as long as necessary to protect children and comply with safeguarding and legal requirements. These may therefore be retained longer than 2 years
Criminal conviction / DBS information	Only for as long as necessary and in accordance with applicable legal and DBS requirements
Right to work / identification documents	For the period required to comply with applicable legal and immigration requirements
Financial and accounting records	For the period required by applicable tax and accounting legislation
Legal claims and related records	For as long as necessary to establish, exercise or defend the claim and in accordance with applicable limitation periods
Jotform registration forms	In accordance with the retention period applicable to the information collected, rather than being retained indefinitely
Data protection requests and complaints	2 years after the request or complaint has been resolved, unless a longer period is required to demonstrate compliance or deal with a legal matter

Who we share information with

Data processors

Jotform

This data processor does the following activities for us: They manage our Registration Forms through their online forms.

How to Complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: lhacrobatics@gmail.com

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:
ICO Head Office
4th Floor, No.3 Circle Square
5 Hawkshaw Street
Manchester
M1 7BL
Helpline number: 0303 123 1113
Website: https://www.ico.org.uk/make-a-complaint