



## Privacy Notice

The Royal Academy of Dance, including Royal Academy of Dance Enterprises Ltd is committed to protecting and respecting your privacy.

This Privacy Notice explains:

1. how, when and why we collect personal information from people
2. how we use the information;
3. how long we keep it;
4. the conditions when we may share it with others
5. how we keep it secure and
6. your privacy rights and how the law protects you.

We only use personal information if we have a proper reason to do so and this includes if we share information outside of the Royal Academy of Dance.

### **How do we collect information from you?**

We obtain information about you when you

- complete a (online) application form (or someone else completes it on your behalf)
- speak to us on the telephone or in person
- make a payment or donation
- use our websites
- complete a survey
- make a booking for an event, class or workshop
- sign up to an RAD mailing list
- if you provide information via email
- send you communications which you have requested and that may be of interest to you, like new products, services, events, competitions and activities

### **What type of information is collected from you?**

The personal information we collect may include your

- name
- date of birth/age
- gender
- home address
- email address
- telephone number
- nationality
- school/business name / address
- credit/debit card information

- health or disability information (or other 'special data')
- emergency contact name, number and relation to you
- membership of professional bodies or associations
- dance teaching experience and/or skills, qualifications
- (dance) education and training skills
- for examination candidates: your name, date of birth, gender, ULN (Unique Learner Number), emergency contact details, height, and previous examination results
- IP (internet protocol) address
- RAD ID number

### **How is your information used?**

We use your information to:

- process an application that you have made for an activity (class, course or programme of study) or event / competition / bursarie
- receive and process examination entries, and schedule candidates for exams
- process examination fee payments
- contact you about your examination entry
- process an order for a product or other service;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you, like new products, services, events, and activities.
- handle an enquiry or complaint you have made
- contact you in an emergency situation.
- ask you to support our work by making a donation or becoming a sponsor or supporter of the RAD

(The above list is representative, not exhaustive)

### **What is the lawful basis for processing my information?**

What is the lawful basis for processing the information?

The bases we use are legitimate interest, contract, and consent.

Where the lawful basis for processing this data is legitimate interest, this is the delivery and awarding of qualifications and assessments for candidates taking examinations in dance. We consider that the processing is necessary to achieve this purpose, benefits the individuals whose personal data we process, is fully in line with their reasonable expectations, is not objectionable or intrusive, and does not open them to any undue vulnerability or negative impact.

The lawful basis for processing your information is **explained below**

<b>Your information</b>	<b>Circumstances</b>	<b>Lawful basis</b>
	<b>Dance Activities / CPD /</b>	
Name, contact information, payment details, date of birth, gender, nationality, dance school and /or business details, name and contact details from emergency contact or guardian in case of minor applicant, rad id number,	Registering and paying for a dance class activity, CPD, Students Course, Event	Contract
Sibling details (junior students only)	To ensure that relevant discount is applied to your account regarding dance activities / events	Contract
Dance level and training	To ensure that you are placed in the correct level of class during our dance activities	Contract
(delegate) photography and film	Future marketing and record of events	Consent
Health, diet or disability details	establish any medical information the organisers should be aware of for the safety of the candidate	Contract
	<b>Faculty of Education Study programs</b>	
Name, contact information, date of birth, gender, nationality, (email and skype) address, gender, (dance) education and (dance) training, language skills, dance teaching experience, contact details of your references	process an application that you have made for a place on a Faculty of Education programme or module, facilitate the admissions process, enrol you on a Faculty of Education programme or module	Contract
Equality, diversity and inclusion monitoring information (e.g. gender and religion)	Optional information for monitoring purposes.	Consent
	<b>Exams</b>	
Name, contact information, payment details, date of birth, gender, nationality, dance school and /or business details, previous exam details, ULN, Health or disability information, exam results, emergency contact details, rad id number	receive and process examination entries, and schedule candidates for exams	Contract / Legitimate Interest
Name, contact information, date of birth, exam results, supporting evidence, RAD ID number	Handling complaints	Consent
	<b>Member Updates</b>	
Name, contact information (address, telephone number, email), Membership number	To send you our membership Newsletter and updates on our services, events and activities	Contract
	<b>Communication / PR</b>	
Name, address, email and survey data	To analyse the survey data and to allow the opportunity to carry out further research	Consent
Name and email address	e-newsletter	Consent

Where the lawful basis for processing your information is stated as “consent” above you have the opportunity to withdraw your consent at any time.

### **How long is your information kept?**

We review how long we keep personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We hold your personal information on our systems for only as long as is necessary for the relevant activity, or as long as is set out in any relevant contract or agreement you hold with us.

### **Who has access to your information?**

We DO NOT sell or rent your information to other organisations.

We DO NOT buy or rent information from other organisations.

We may pass your information to third party service providers, agents, subcontractors or other associated organisations. This is only done when stated and for the purposes of completing tasks and providing services to you on our behalf. An example of this is to a mailing house to send you mailings e.g. publications like Dance Gazette.

When we do this, we disclose only the personal information that is necessary to deliver the service and we have an agreement in place that requires them to keep your information secure and not to use it for any other purpose.

Please be reassured that we will not release your information to other organisations unless in exceptional cases when we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime. In all other instances we would only share your information with another party, if you have given your explicit permission to do so.

### **Under 16**

We are particularly concerned to protect the privacy of children aged under 16 years of age. If you are under 16 please ask your parent or guardian's permission before you provide us with your personal information. Sometimes we may need to check your age, which might mean we need to contact your parent or guardian.

### **Third party Providers**

#### **E-newsletters**

We use a third party provider, [MailChimp](#), to deliver our monthly e-newsletters. We gather statistics around email opening and clicks using industry standard technologies simply to help us monitor the use of and improve our e-newsletters. This information is not used to identify customers. For more information, please see [Mailchimp's Privacy Policy](#). You can

choose to unsubscribe from our e-newsletter at any time by clicking 'unsubscribe' in the footer of the email.

## Surveys

We use a third party provider, SurveyMonkey® to run surveys and to collect feedback from our members and customers on a variety of topics, services, products and events. Some surveys are anonymous and in those circumstances we collect information about location and which questions were skipped etc. If you choose freely to provide your contact details we will only keep your personal information for a stated duration (communicated at the time of completing the survey) which is likely to be the timeframe within which the review or survey will be completed.

## Social Media

If you engage with us on any of our social media channels you should know that we do not collect your personal information it remains within the platform that we are using and so you should familiarise yourself with their privacy notices and policies: [Facebook](#), [Twitter](#), [Instagram](#), [LinkedIn](#) and [YouTube](#). If you send us a direct message, your information still remains within the platform unless we ask you to provide us with your contact details to continue the conversation offline or privately, and you consent to do that. The RAD Benelux and France only uses Facebook.

## Your choices and individual privacy rights

You have a choice about whether or not you wish to receive information from us. If you give permission to receive communications about the work of the Royal Academy of Dance and our products, services and events, you can select your choices by ticking the relevant boxes on the form on which we collect your information.

We will not contact you for marketing purposes by post, email, or text message unless you have given your explicit permission. You can change your preferences, withdraw your consent, object or ask for processing to be restricted at any time by contacting us by email at [info@rad.org.uk](mailto:info@rad.org.uk) or tel +44 (0) 207 326 8000 or writing to Royal Academy of Dance, 36 Battersea Square, London, SW11 3RA

## How you can access and update your information

The accuracy of your information is important to us. If your contact details change and need to be updated you may be able to update your own personal information online. If this is not relevant to you, or you would prefer to make contact with us you can update your personal details by emailing [radbenelux@rad.org.uk](mailto:radbenelux@rad.org.uk) or tel +31 6 20748 924 or writing to Royal Academy of Dance Benelux and France, Beethovenlaan 54, 6865EB, Doorwerth.

You have the right to ask for a copy of the personal information Royal Academy of Dance Benelux and France holds about you. Please contact [radbenelux@rad.org.uk](mailto:radbenelux@rad.org.uk) or write to Royal Academy of Dance Benelux and France, Beethovenlaan 54, 6865EB, Doorwerth. We will respond to you as soon as possible and usually within one calendar month.

You also have the right to have your information erased, to object and to restrict processing. If you wish to do this please contact [radbenelux@rad.org.uk](mailto:radbenelux@rad.org.uk) or write to Royal Academy of Dance Benelux and France, Beethovenlaan 54, 6865EB, Doorwerth.

### **Security precautions in place to protect the loss, misuse or alteration of your information**

When you give us personal information, we take necessary steps to ensure that it's treated securely. Any personal information that requires extra security (such as credit or debit card details) is encrypted and protected over the Internet by third party encryption software and protected using industry standard security measures, including the Secure Socket Layer (SSL) protocol. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk.

Once we receive your information, we make all reasonable efforts to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

### **Use of 'cookies'**

Many websites uses 'cookies' which are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. We do not use cookies on our website, but we do use Google Analytics which monitors the traffic on our website and helps us to improve it by understanding how information is used and navigated. Information is collected anonymously and website trends are reported without identifying individuals. More information is available at [www.rad.org.uk/cookies](http://www.rad.org.uk/cookies).

### **Links to other websites**

Our website may contain links to other websites run by other organisations. This privacy notice applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

## **Transferring your information outside of Europe**

As part of the services offered to you through this website, the information which you provide to us may be transferred to Royal Academy of Dance offices in countries outside the European Union ("EU"). These countries may not have similar data protection laws to the UK. By submitting your personal data, you agree to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Notice.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

## **Questions**

Any questions regarding this Privacy Notice and our privacy practices should be sent by email to [privacy@rad.org.uk](mailto:privacy@rad.org.uk) or telephone +44 (0) 207326 8000 or contact the RAD Benelux and France by email ( [radbenelux@rad.org.uk](mailto:radbenelux@rad.org.uk) ) or telephone: +31 6 20748 924.

## **Complaints**

If you have a complaint about our privacy practices and the way we have collected, used, retained or disposed of your information please contact [dp@rad.org.uk](mailto:dp@rad.org.uk) or telephone +44 (0) 207326 8000. Alternatively you can contact the Information Commissioner's Office to report a concern by calling their helpline on 0303 123 1113 (in the UK). Alternatively you can contact the equivalent national privacy authority in your country, if outside the UK.

## **Privacy Notice review**

We review this Notice annually or as and when changes in legislation or internal procedures require it. We encourage users to frequently to check this page for any changes to stay informed about how we are helping to protect the personal information we collect. This Notice is reviewed by the Information Management Committee, Executive Board and Board of Trustees.