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**SOUTH SIDE THEATRE ACADEMY**  
Experience the Stage

# **PRIVACY POLICY**

Updated: 7<sup>th</sup> September 2023

## Please note that all staff and volunteers must read and sign this document before the start of their employment.

This statement describes how we use and collect personal information with regards to **South Side Theatre Academy**.

### How we collect your information?

Personal data is collected when you enquire about our services:

1. Through the website
2. Over the phone
3. By email
4. By post

### What information we collect?

To allow us to reach you with the most appropriate information for both keeping you up to date and emergency details for your child we will collect information such as names, telephone numbers, your address, emails, emergency contacts, dates of birth and medical conditions.

In some situations, we may collect financial details from you for card payments, such as ticket purchasing or fees for classes. We do not retain your specific card details once the transaction has been completed, however we are able to access a basic record of the transaction with the card payment service provider for accounting purposes (i.e. the date, payment amount etc).

### How do we use this information?

The information collected will be added to our database and will be used to let you know about upcoming productions, news, changes to classes and any other details.

### How do we protect personal information?

We are committed to ensuring that the data we hold is secure. Anyone who views any data will review and sign a privacy policy to ensure they understand our policies and procedures for data.

We do not supply this information to any other companies unless we gain permission from the data owner.

We retain personal data for as long as it is being used for the purposes stated in this policy, or until we receive notification from you that you withdraw your consent for us to use it for those purposes and require us to remove the data from our records.

Once your child(ren) leave(s) us we will keep your information on our database so we can keep you updated with what is going on at South Side Theatre Academy. This data can be removed at any point upon your request.

All South Side staff are required to read and sign this document, agreeing to not share any personal data they may have accessed to whilst employed by South Side Theatre LTD. For example, registers with DOB.

Any paperwork with personal data on must be shredded when no longer required.

### **Will we disclose the information we collect to outside parties?**

Your information will not be passed on to a third party unless we have your permission. For example, to casting agents.

### **Photos & Videos**

Parents and carers give photo and video consent upon signing up to a class or workshop. Parents and Carers can withdraw consent by emailing [info@southsidetheatre.com](mailto:info@southsidetheatre.com).

All photos and videos are stored securely on South Side devices only.

Recordings of online Zoom classes are stored on the Zoom cloud and on South Side devices only. These are deleted after 4 weeks, unless being used for advertising purposes. Once no longer needed all photos and videos are permanently deleted.

Photos and Videos can only be used for marketing purposes for South Side Theatre Academy and will be shared with no third parties at all.

Photos and Videos can only be taken on South Side devices.

### **Your consent**

By providing us with your information, you have consented for us to collect and use this information in accordance with the purposes described above.

### **Changes**

If you wish to change any personal details, please let us know at [info@southsidetheatre.com](mailto:info@southsidetheatre.com) so we are able to keep your records up to date.

### **Opting out – withdrawing consent**

If you wish to opt out from receiving informational emails regarding our activities you can unsubscribe by replying directly to any of the emails you receive from **South Side Theatre Academy**.

- by emailing [info@southsidetheatre.com](mailto:info@southsidetheatre.com)
- by contacting us through our website at [www.southsidetheatre.com/contact-us](http://www.southsidetheatre.com/contact-us)
- by phone on 07930 005073

### **Right of access**

We are able to provide copies of information we hold about you or correct any inaccuracies in your information. If you wish to access these rights please email [info@southsidetheatre.com](mailto:info@southsidetheatre.com).

This policy was originally adopted by the **South Side Theatre Academy** on 11/05/2018 and reviewed on 07/09/2023.

Signed on behalf of the Management Team by:

Signature.....  .....

Name in Capitals.....TOBY WARD-SMITH.....

The policy has been reviewed by the Management Team on:

Date.....07/09/2023.....