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## Privacy Policy

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; computer and connection information. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

We collect such Non-personal and Personal Information for the following purposes:

1. To provide and operate the Services;
2. To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;
3. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we may use to provide and improve our respective services;
4. To comply with any applicable laws and regulations.

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data



may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers. Although we don't currently offer an online store or take online payments from you, we reserve the right to do so in future.

If you email us or use the contact form on the website, you will share with us certain information. This will include your email address and could also include your name, address, phone number, your child's name, their date of birth and any other details you tell us within the message. Your messages will be encrypted and security on devices receiving these message will always be up to date and of the highest standard. Staff members will not have access to these messages but will be passed on any relevant information required to benefit the child within class.

If you register your child or yourself for our classes, we will collect personal information about you and your child. This will include name, address, email address and phone number as well as your child's name, their date of birth, gender, school attending and the date they started classes. You may also tell us about any previous dance experience your child has, any exams they have taken and if they have any needs or conditions we should be aware of (for example allergies, disabilities or any medication they might need to take whilst dancing). With these details we will also store a record of exams your child takes with us, invoices we issue (including when and how they were paid) and any items you order from us (for example uniform). We store this information securely within the EU and only other teachers will only access this information if required. We use the information to provide our services to you, keep you informed, and help us tailor our services better to the needs of our customers. Certain relevant details will be shared with our dance teachers to allow them to provide relevant and inclusive classes. Teachers of Walkhouse School of Dance will also hold registers which contain emergency contact phone numbers and any medical



information of the student. This information will only be used when required and without access to it students cannot attend our classes as it is fundamental to our child protection and health and safety. These registers will be kept securely during the term and at the end of teach term registers returned to Michelle Walkhouse to be shredded.

The ISTD is the examining body we work with. If students are entered for exams, we will disclose certain details about your child. These include their name, date of birth, ethnic origin and any medical conditions they should be made aware of. If your child needs additional support during their exam (for example because they have a disability), the additional support they need will also be disclosed. You can prevent the ISTD collecting information about your child by not entering them for exams. This will not affect your child's ability to progress through our classes in any way. We do not disclose any of your child's details to the ISTD unless you enter them for an exam.

Your personal details are your property. Apart from the instances listed above, we do not disclose your details to anyone. There is a possibility we could be obliged by law to disclose information about you. This is highly unlikely as we hold very little personal information. If it did happen, we would fight the request as best as possible. If we were still obliged to comply, we would only disclose the bare minimum possible to comply.

All enrolment forms are stored in a locked and secure filing cabinet which only Michelle Walkhouse has access to. Data is also then put onto the software used by our school called DanceBiz. DanceBiz take their security very seriously; they also adhere to the new GDPR law and all files stored on the system are secure and held within the EU. Once data is no longer required to be stored it is deleted permanently from computers and DanceBiz and all paper documents (registers, invoices, enrolment forms) are shredded.

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have



with you. For these purposes we may contact you via email, telephone, text messages, and post.

If you don't want us to process your data anymore, please contact us at [michelle@walkhousedance.com](mailto:michelle@walkhousedance.com) or send us mail to: 25 Ashenground Rd, Haywards Heath, RH16 4PR.

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If you would like to: access, correct, amend or delete any personal information we have about you or if you have any questions about how your data is used, you are invited to contact us at [michelle@walkhousedance.com](mailto:michelle@walkhousedance.com) or send us mail to: 25 Ashenground Rd, Haywards Heath, RH16 4PR.

If you feel your data is breached in any way you of course have the right to complain to ICO (Information Commissioner's Office). Michelle Walkhouse is the DPO (Data Protection Officer) for Walkhouse School of Dance and will analyse data security on an annual basis.