

Bristol Rock Centre
PRIVACY NOTICE FOR OUR CUSTOMERS

We are committed to respecting your privacy. This notice is to explain how we may use personal information we collect before, during and after your time with us. This notice applies to you if you have registered your contact details with us as a student or parent/guardian of a student, if you have held correspondence with us, or if you have visited our premises for any purpose. This notice explains how we comply with the law on data protection and what your rights are.

References to **we, our or us, the business or the school** in this privacy notice are to Bristol Rock Centre.

Bristol Rock Centre management have overall responsibility for data protection compliance in our organisation. Contact details are set out in the "Contacting us" section at the end of this privacy notice.

1. PERSONAL INFORMATION WE MAY COLLECT FROM YOU

When you register with us, you may initially provide us with **personal information** about you, such as information regarding your:

- Personal contact details that allow us to contact you directly such as name, title, email addresses and telephone numbers.
- Date of enrolment.
- Records of your interactions with us such as telephone conversations, emails and other correspondence.
- Records of your attendance at any events hosted by us.
- Your marketing preferences so that we know whether and how we should contact you.
- Details of next of kin, family members, emergency contacts;
- Photos and videos of you and family members at events organised by us.

2. WHERE WE COLLECT YOUR INFORMATION

We typically collect personal information about our members when you register your information with us using our student / parent/guardian forms, or when you correspond with us by phone, e-mail or in some other way.

We may also record CCTV footage of you and family members, parents/guardians etc. when on our premises.

We may also record photographic and video images of all persons attending our events.

If you are providing us with details of someone else, as their parent/guardian, they have a right to know what personal information we hold about them, how we collect it, how we use and how we may share that information. Please share this privacy notice with those whom you feel are sufficiently mature to understand it. They also have the same rights as set out in the "**Your rights in relation to personal information**" section below.

3. USES MADE OF THE INFORMATION

The table below describes the main purposes for which we process your personal information, the categories of your information involved and our lawful basis for being able to do this.

Purpose	Personal information used	Lawful basis
To contact you in response to your enquiries, or with information relating to tuition, events, or other bookings with us.	All contact and membership details, records of your correspondence with us.	This is necessary to enable us to properly manage and administer day-to-day activities.
For the purposes of promoting the school or our events	Images in video and/or photographic form.	We have a legitimate interest to promote our business and its related activities in a representative and responsible manner.
Records of your attendance at some events, for example, Band Workshops.	Name and payment details	We keep a list of attendance at certain events, such as Band Workshops, in the interests of fire safety, child safeguarding, and to keep track of payments.
For the purposes of public safety and crime prevention	CCTV Images of all persons entering the premises	We have a legitimate interest to ensure the safety of public and staff.
To contact you via our newsletter with information regarding school activities and other related events	Name, email address	To promote our business and connect with our musical community, when you give us consent to do so.
To inform students, the public and other members of the Bristol Rock Centre community about your upcoming gigs, events or related news, via our newsletter or social media	Your name and images of you	When you give us consent to do so
To maintain records of attendance, to ensure our payment records are up to date and for the scheduling of lessons and rehearsals	Name, date and time of bookings, payment record (eg. Block-book number)	For everyday business administration.

4. DIRECT MARKETING

Email marketing: from time to time, we may contact you by email with information about products and services we believe you may be interested in. We will only contact you with this information where you have explicitly giving us your consent by opting-in to our newsletter online, or when you register your details with us via a student form.

5. DISCLOSURE OF YOUR PERSONAL INFORMATION

We share personal information with the following parties:

- o **Any party explicitly approved by you.**
- o **The Government or our regulators:** where we are required to do so by law or to assist with their investigations or initiatives.

- o **Police, law enforcement and security services:** to assist with the investigation and prevention of crime and the protection of national security.

6. **TRANSFERRING YOUR PERSONAL INFORMATION INTERNATIONALLY**

The personal information we collect is not transferred to or stored in countries outside of the UK and the European Union.

7. **HOW LONG DO WE KEEP PERSONAL INFORMATION FOR?**

The duration for which we retain your personal information will differ depending on the type of information and the reason why we collected it from you. However, in some cases personal information may be retained on a long-term basis: for example, personal information that we need to retain for legal purposes will normally be retained in accordance with legal requirements. Generally, where there is no legal requirement we retain all physical and electronic records for a period of 6 years after your last contact with us or the end of your membership.

8. **YOUR RIGHTS IN RELATION TO PERSONAL INFORMATION**

You have the following rights in relation to your personal information:

- o the right to be informed about how your personal information is being used;
- o the right to access the personal information we hold about you;
- o the right to request the correction of inaccurate personal information we hold about you;
- o the right to request the erasure of your personal information in certain limited circumstances;
- o the right to restrict processing of your personal information where certain requirements are met;
- o the right to object to the processing of your personal information;
- o the right to request that we transfer elements of your data either to you or another service provider; and
- o the right to object to certain automated decision-making processes using your personal information.

You should note that some of these rights, for example the right to require us to transfer your data to another service provider or the right to object to automated decision making, may not apply as they have specific requirements and exemptions which apply to them and they may not apply to personal information recorded and stored by us. For example, we do not use automated decision making in relation to your personal data. However, some have no conditions attached, so your right to withdraw consent or object to processing for direct marketing are absolute rights.

Whilst this privacy notice sets out a general summary of your legal rights in respect of personal information, this is a very complex area of law. More information about your legal rights can be found on the Information Commissioner's website at <https://ico.org.uk/for-the-public/>.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by using the details set out in the "Contacting us" section below.

If you are unhappy with the way we are using your personal information you can also complain to the UK Information Commissioner's Office or your local data protection regulator. We are here to help and encourage you to contact us to resolve your complaint first.

9. **MAINTAINING YOUR INFORMATION**

It is important to ensure that the personal information we hold about you is accurate and up-to-date, and you should let us know if anything changes, for example if you change your phone number or email address. If you do need to update your personal information, please email us at office@bristolrockcentre.co.uk.