



Privacy Policy

This is the Privacy Policy for customers taking part in classes or events or purchasing tickets for performances managed by the Lynden School of Dance Limited (Lynden). This policy must be accepted by all students and parents/guardians as part of their participation in such classes or events or as a result of purchasing tickets for a performance.

Section 1: - What information does Lynden gather?

1. As a visitor to the Lynden web site and associated web sites you may be asked to provide us with personal information such as your name, address, telephone numbers and email address when you fill out a form to complete a registration or purchase tickets.
2. When registering for a class or an event, Lynden will also require relevant health related information for the student to ensure that the class teacher is aware of any restrictions on the student's activity. This information is not passed on to any other organisation.
3. From time to time, Lynden students will take part in external events, particularly for the British Theatre Dance Association or the British Gymnastics Association, and Lynden will be required to share information on the student such as name, age and qualifications granted to date.
4. Information that is collected for ticket sales is for internal administrative purposes only and will not be passed to any other organisations. Some of the information Lynden collects through forms is marked as mandatory and other information is provided voluntarily. If you fail to provide Lynden with information that is marked as mandatory we will not be able to process your form. The only mandatory information Lynden asks for is that which is needed to complete the ticket sale, requiring that you provide us at least with your full name and e-mail address.

Section 2: - Payment Details

5. All payments are handled separately and securely through payment processors such as PayPal or Stripe. Lynden does not have access to payee details and are hence not gathered by Lynden.

Section 3: - How does Lynden process gathered information

6. At present, Lynden requires these personal details for a number of reasons. Lynden needs your full name, telephone numbers and e-mail address so that:
 - a. We can contact you for Health and Safety reasons for the student;
 - b. We can send you electronic information about events and classes;
 - c. We can send you invoices, statements and reminders electronically;



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- d. We can send you tickets electronically and re-issue you tickets and possibly offer refunds if necessary.
7. By registering for a Lynden class, you agree that Lynden can use the information provided to send you relevant Lynden marketing material, such as newsletters, and event and class information. If you wish to be removed from the mailing list, simply send Lynden an email request or check the relevant box during the ticket booking process.

Section 4: - Who will Lynden share information with?

8. We do not share the information we collect with third parties apart from those providing specific services to us. These include:
 - a. British Theatre Dance Association (BTDA) sharing relevant student information;
 - b. The British Gymnastics Association sharing relevant student information;
 - c. DanceBiz – our administration system provider- sharing student and customer information secured for our use only. This information is used and updated by teachers. There is a personal customer portal to allow customers to update information;
 - d. Xero – our finance system provider - sharing relevant customer information secured for our use only. This information is used and updated by teachers. There is a personal customer portal to allow customers to update information;
 - e. The Little Box Office – our performance ticket sales provider who host the ticketing site and hold this information for Lynden.
9. All of the above are also subject to the Data Protection Act and the Privacy Act in the same manner that Lynden are.

Section 5: - How do we protect your information?

10. Lynden follows the Information Commissioner's Office's recommendations for Lynden's own data security. Our Payment Processors use their own security measures to keep your personal banking details safe, including safeguards such as firewalls and data encryption. Please see their privacy policy for more information.

Section 6: - What rights do you have to access, change or remove your information?

11. Among others, you have the right to a copy of the information Lynden has collected from you. Additionally, you are entitled to have inaccurate personal data rectified or destroyed. In fact, Lynden welcomes any amendments you may suggest, as it is also our obligation to keep any data we collect as accurate as reasonably possible.
12. You have the right to access and amend or ask Lynden to remove your personal information at any time and if you wish to do so:



- a. Please email us at accounts@lyndendance.co.uk;
- b. Call us on 07810 057537; or
- c. Write to us at Lynden Dance, 32 Fawconer Road, Kingsclere, Newbery, Berkshire, RG20 5RN.

Section 7: - Use of Cookies

13. When you provide Lynden with personal information on our web sites we may use "cookies". A cookie is a short amount of data that is sent to your browser by a Web server and can only be read back by the server that sent it to you. A cookie functions as your identification card and we may use it to track your bookings, log your IP address, or record other information about you. Cookies cannot be executed as code or deliver viruses. Most browsers are able to accept cookies. You can set your browser to notify you when you receive a cookie, giving you the chance to decide whether or not to accept it. If you decline to accept a cookie sent by us you may not be able to access certain functions of the web sites such as online booking.

Section 7: - External Links

14. Our web sites may contain links to other sites at which your personal information is collected, on our uniform pages for example. When following a link to another site, the collection and use of your personal information is controlled by the privacy policy of that site. We do not accept any responsibility or liability for the privacy policies of external web sites and your use of external web sites is at your own risk.

All information is correct at the time of publication. We reserve the right to make alterations should circumstances require it.