

Privacy Notice

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 involvement with us. This notice explains how we comply with the law on data protection, what your rights are and for the purposes of data protection we will be the controller of any of your personal information.

This notice applies to you if you are either:

An individual or organisational representative member who has contacted us to receive updates about funding, upcoming events and courses, newsletters and other information about getting involved with the Language of Dance® Trust;

A participant on one of our workshops or courses.

A signed-up member of the Language of Dance® Centre

An individual or organisational representative who has contacted us to purchase our services/products; or (ii) we have contacted you about the services/products we offer.

A participant on one of our community, educational or international projects.

References to **we, our or us** in this privacy notice are to the **Language of Dance® Trust (registered charity 281268, company limited by guarantee 01517745)**.

Our Data Protection Compliance Manager has 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**

You may provide us with or we may obtain **personal information** about you, such as information regarding your:

- personal contact details that allows us to contact you directly such as name, title, email addresses and telephone numbers;
- date of birth;
- gender;
- records of your interactions with us such as telephone conversations, emails and other correspondence and your instructions to us;
- Details you provide about your experience of Language of Dance® and your interests in getting further involved.
- any feedback you provide in a survey;
- records of your attendance at any events, workshops, courses delivered by us;
- images in video and/or photographic form and voice recordings;
- Payment or bank details you provide so that we can receive payments and details of the financial transactions with you;
- Use of and movements through our online portal, passwords, personal identification numbers, IP addresses, user names and other IT system identifying information;
- any funding application details; and
- your marketing preferences so that we know whether and how we should contact you.

1. SPECIAL CATEGORIES OF PERSONAL INFORMATION

We may also collect, store and use the following “special categories” of more sensitive personal information regarding you:

- information about your health, including any medical condition, medical records and health professional information;

We may not collect all of the above types of special category personal information about you. In relation to special category personal data that we do process we do so on the basis that:

- the processing is necessary for reasons of substantial public interest, on a lawful basis;
- it is necessary for the establishment, exercise or defence of legal claims;
- it is necessary for the purposes of carrying out the obligations and exercising our or your rights in the field of employment and social security and social protection law; or
- based on your explicit consent.

In the table below, we refer to these as the “special category reasons for processing of your personal data”.

We may also collect criminal records information from you. For criminal records history we process it on the basis of legal obligations or based on your explicit consent.

2. WHERE WE COLLECT YOUR INFORMATION

We typically collect personal information when you create an account on our site at www.lodc.org, sign up for our newsletter, purchase a product or resource, when you make a query and/or complaint or when you correspond with us by phone, e-mail or in some other way, when you sign up for a course or workshop, when you participate in a project (or give permission for a child to participate in a project).

2. 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 administer any membership account(s) you have with us and managing our relationship with you, including dealing with enquiries made by you	All contact details, records of your interactions with us, and marketing preferences. Use of and movements through our online portal.	This is necessary to enable us to properly manage and administer your account with us.
To send you marketing information we think you might find useful or which you have requested from us, including our newsletter and information about our events and courses.	Contact details and marketing preferences. Details you provide about your experience and, your interests in getting further involved in Language of Dance®;	Where you have given us your explicit consent to do so.
To deal with your queries or	Contact details and records of your	We have a legitimate interest to provide complaint handling services to

complaints	interactions with us.	you in case there are any issues with the service we provide.
Retention of records	All the personal information we collect.	<p>We have a legitimate interest in retaining records whilst they may be required in relation to complaints or claims. We need to retain records in order to properly administer and manage any account you have with us and in some cases we may have legal or regulatory obligations to retain records.</p> <p>We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above.</p> <p>For criminal records history we process it on the basis of legal obligations or based on your explicit consent.</p>
To conduct data analytics studies to better understand event attendance and interest in Language of Dance®	Records of your attendance at any events, courses or workshops hosted by us and/or our delivery partners.	We have a legitimate interest in doing so to ensure that our events continue to improve and are targeted and relevant.
For the purposes of promoting and evaluating the work we do as a charity.	Images in video and/or photographic form.	Where you have given us your explicit consent to do so.
To comply with health and safety requirements	Records of attendance and health and medical information	<p>We have a legal obligation and a legitimate interest to provide you and other members of our organisation with a safe environment in which to participate in Language of Dance®.</p> <p>We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above.</p>
To use information about your physical or mental health (including any injuries) or disability status to ensure your health and safety and to assess your fitness to participate in any of the activities we deliver.	Health information	We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above.
For the purposes of equal	Name, title, date of	We have a legitimate interest to

opportunities monitoring	birth, gender, information about your race or ethnicity, and health information.	promote an environment that is inclusive, fair and accessible. We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above.
To administer your attendance at any courses, events or programmes you sign up to	All contact details, date of birth, gender, health and medical information	This is necessary to enable us to register you on to and arrange for the effective delivery of our development programmes and events. We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section 2 above.
To arrange and manage contracts for the provision of course delivery.	Transaction and payment data, contact details	This is necessary to enable us to properly manage and perform any contract for services and products.
To comply with legal obligations, for example, regarding people working with children or vulnerable adults	Information about your criminal convictions and offences	For criminal records history we process it on the basis of legal obligations or based on your explicit consent.

For some of your personal information you will have a legal, contractual or other requirement or obligation for you to provide us with your personal information. If you do not provide us with the requested personal information, we may not be able to properly perform our contract with you or comply with legal obligations. For other personal information you may not be under an obligation to provide it to us, but if you do not provide it then we may not be able to properly perform our contract with you.

Where you have given us your consent to use your personal information in a particular manner, you have the right to withdraw this consent at any time, which you may do by contacting us as described in the "Contacting us" section below.

Please note however that the withdrawal of your consent will not affect any use of the data made before you withdrew your consent and we may still be entitled to hold and process the relevant personal information to the extent that we are entitled to do so on bases other than your consent. Withdrawing consent may also have the same effects as not providing the information in the first place, for example we may no longer be able to provide certain benefits to you.

3. **DIRECT MARKETING**

Email, post and SMS marketing: from time to time, we may contact you by email, post or SMS with information about products and services we believe you may be interested in.

We will only send marketing messages to you in accordance with the marketing preferences you set. You can then let us know at any time that you do not wish to receive marketing messages by contacting info@lodc.org with an unsubscribe request. You can also unsubscribe from our marketing by clicking on the unsubscribe link in the email marketing messages we send to you.

3. **DISCLOSURE OF YOUR PERSONAL INFORMATION**

We share personal information with the following parties:

- **Any party approved by you;**
- **To our accrediting body NCFE (if applicable) when you are undertaking an accredited course with us.**
- **External funding providers:** for the purposes of applying for funding and reporting results.
- **The Government or our regulators:** where we are required to do so by law or to assist with their investigations or initiatives.
- **Police, law enforcement and security services:** to assist with the investigation and prevention of crime and the protection of national security.

We do not disclose personal information to anyone else except as set out above.

4. **TRANSFERRING YOUR PERSONAL INFORMATION INTERNATIONALLY**

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

5. **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 usual commercial practice and regulatory 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. Exceptions to this rule are:

- Information that may be relevant to personal injury claims, discrimination claims may be retained until the limitation period for those types of claims has expired. For personal injury or discrimination claims this can be an extended period as the limitation period might not start to run until a long time after the event.
- Information including photos/videos that may be relevant to projects that we fund/have gained external funding may be retained for longer periods in order to allow us to assess the longer-term impact of our work.

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. You can contact us by using the details set out in the "**Contacting us**" section below to make changes.

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

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

- the right to be informed about how your personal information is being used;
- the right to access the personal information we hold about you;
- the right to request the correction of inaccurate personal information we hold about you;
- the right to request the erasure of your personal information in certain limited circumstances;

- the right to restrict processing of your personal information where certain requirements are met;
- the right to object to the processing of your personal information;
- the right to request that we transfer elements of your data either to you or another service provider; and
- 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.

7. **CHANGES TO THIS NOTICE**

We may update this privacy notice from time to time. When we change this notice in a material way, we will update the version date at the bottom of this page. For significant changes to this notice we will try to give you reasonable notice unless we are prevented from doing so. Where required by law we will seek your consent to changes in the way we use your personal information.

8. **CONTACTING US**

In the event of any query or complaint in connection with the information we hold about you, please email info@lodc.org or write to us at Language of Dance® Centre, Derbyshire Street, Oxford House, London, E2 6HG

Version dated April 2023

COOKIE POLICY

This cookie policy (“Policy”) describes what cookies are and how and they’re being used by the lodc.org website (“Website” or “Service”) and any of its related products and services (collectively, “Services”). This Policy is a legally binding agreement between you (“User”, “you” or “your”) and Language of Dance® Trust (doing business as “LODC”, “we”, “us” or “our”). If you are entering into this agreement on behalf of a business or other legal entity, you represent that you have the authority to bind such entity to this agreement, in which case the terms “User”, “you” or “your” shall refer to such entity. If you do not have such authority, or if you do not agree with the terms of this agreement, you must not accept this agreement and may not access and use the Website and Services. You should read this Policy so you can understand the types of cookies we use, the information we collect using cookies and how that information is used. It also describes the choices available to you regarding accepting or declining the use of cookies. For further information on how we use, store and keep your personal data secure, see our privacy policy above.

What are cookies?

Cookies are small pieces of data stored in text files that are saved on your computer or other devices when websites are loaded in a browser. They are widely used to remember you and your preferences, either for a single visit (through a “session cookie”) or for multiple repeat visits (using a “persistent cookie”).

Session cookies are temporary cookies that are used during the course of your visit to the Website, and they expire when you close the web browser.

Persistent cookies are used to remember your preferences within our Website and remain on your desktop or mobile device even after you close your browser or restart your computer. They ensure a consistent and efficient experience for you while visiting the Website and Services.

Cookies may be set by the Website (“first-party cookies”), or by third parties, such as those who serve content or provide advertising or analytics services on the Website (“third party cookies”). These third parties can recognize you when you visit our website and also when you visit certain other websites.

What type of cookies do we use?

- Necessary cookies

Necessary cookies allow us to offer you the best possible experience when accessing and navigating through our Website and using its features. For example, these cookies let us recognize that you have created an account and have logged into that account to access the content.

- Analytical cookies

Analytical cookies are used to understand how visitors interact with our Website. These cookies help provide information on metrics such as the number of visitors, bounce rate, traffic source, etc.

What are your cookie options?

If you don't like the idea of cookies or certain types of cookies, you can change your browser's settings to delete cookies that have already been set and to not accept new cookies. Visit internetcookies.com to learn more about how to do this.

Changes and amendments

We reserve the right to modify this Policy or its terms related to the Website and Services at any time at our discretion. When we do, we will revise the updated date at the bottom of this page. We may also provide notice to you in other ways at our discretion, such as through the contact information you have provided.

An updated version of this Policy will be effective immediately upon the posting of the revised Policy unless otherwise specified. Your continued use of the Website and Services after the effective date of the revised Policy (or such other act specified at that time) will constitute your consent to those changes.

Acceptance of this policy

You acknowledge that you have read this Policy and agree to all its terms and conditions. By accessing and using the Website and Services you agree to be bound by this Policy. If you do not agree to abide by the terms of this Policy, you are not authorized to access or use the Website and Services.

Contacting us

If you have any questions, concerns, or complaints regarding this Policy or the use of cookies, we encourage you to contact us using the details below:

info@lodc.org

This document was last updated on April 24, 2023

This policy is to be reviewed annually by the Executive Director, Courses & Examinations Manager and the Lead Trustee for Policy and Procedures.

Next review date: July 2024.