

Little Dragon Norwich

GDPR policy

Data Protection policy statement

Little Dragon Norwich (we, our, us) are committed to protecting and respecting your (the data subject's) right to privacy. This policy outlines how and why we collect, use and store personal data and your rights and options in line with The Data Protection Act 2018.

What is personal data?

Any information, or combination of data, that makes an individual identifiable is defined as personal information. Some examples include name and address, visual information such as photographs and medical information.

How we get the information and why we have it

Personal data will be collected only for specified, explicit and legitimate purposes and will not be further processed in any manner that is incompatible with these purposes without the informed consent of the data subject.

Most of the information we process is provided to us directly by you. The information collected from individuals is used for normal business purposes such as:

- deciding if a client is suitable for the class they are interested in
- to tailor training opportunities to your preferences and needs
- to meet health and safety responsibilities
- to effectively coordinate the delivery of our service
- to assess the effectiveness of our service and make improvements

We also receive personal information indirectly, from the following sources in the following scenarios:

- From social media services where your information is publicly available
- Automatic collection when you visit our website or contact us through social media

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting us with the contact details above.
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a public task.
- (f) We have a legitimate interest.

Types of information we store

We collect different information from different people. Some of the information collected can include:

- Full name and contact details including email, phone number and address
- Financial details including debit or credit card information, bank account information
- Information about your dog
- Photograph or video footage for promotional or service purposes
- Any details regarding health where it affects teaching or learning
- Any other personal information you provide us

Certain types of data is in a special category under the data protection laws and considered to be more sensitive, such as health records. Such data will only be collected to facilitate successful operation of the business, for example to make reasonable adjustments to allow somebody to participate in classes effectively.

We will also collect this type of information if you volunteer it to us or make it public.

What we do with the information we have

We use the information that you have given us in order to effectively run our services.

We do not share, sell or rent your personal information to third parties for marketing purposes. However, in general we may disclose your personal information to selected third parties if it is necessary for the law enforcement authority to fulfil its law enforcement purposes.

How we store your information

Your information is securely stored within a password-secured digital database only accessible to company employees.

Hard copies of any information are stored in a securely locked filing cabinet.

How long we keep your information for

All personal data stored that has not been used for more than 6 years will be automatically anonymised, effectively erasing any parts of the data that make it personal.

If before this time you would like your data removed from the system, please contact us using the contact details on our website www.littledragonnorwich.co.uk

Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.

- **Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using the contact details on our website www.littledragonnorwich.co.uk if you wish to make a request.

How to complain about data protection

You can complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Referenced legislation and guidance

Below is a list of the guidance which has been used to inform the creation of this document.

The Data Protection Act 2018

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/>

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-erasure/>

<https://www.ironmountain.com/blogs/2019/is-the-anonymization-of-personal-data-the-same-as-data-erasure>