

Terms and Conditions

By enrolling your child at East Suffolk Stage Arts (ESSA), you agree to these terms and conditions and sign your agreement to them as an ongoing contract between yourself and East Suffolk Stage Arts. The agreement, which is made by the parent/guardian of each enrolled student, and is valid at all times whilst the student is enrolled on any ESSA Activity.

“Activity” means any course, workshop or other activity provided by ESSA.

1 Introduction

1.1 All parents/guardians are required to consent to these terms and conditions for the student to be able to participate in any ESSA activity. This can be done in writing, or by ticking the acceptance box on the electronic application form.

1.2 Each student’s place on any ESSA activity is allocated on a “first come, first served” basis, and applications must be accompanied by the appropriate deposit payment, as detailed below.

1.3 A non-refundable deposit of £25 per student must be made at the time of application, in order to secure a place on any given ESSA activity.

1.4 If ESSA is unable to accept a student for capacity reasons, the deposit will be refunded and parents will be given the option to place the student on the waiting list.

1.5 From the date the deposit is paid, you have a 14 calendar day cooling off period, within which to change your mind and cancel the child’s place on the activity. After 14 days, the deposit becomes non-refundable and will be retained by ESSA.

1.6 If the start date of an ESSA activity falls within the cancellation period, and some or all of the sessions have been delivered before the parent notifies ESSA of their wish to cancel, then the deposit becomes non-refundable.

1.7 All relevant details, including times, dates and fees, pertaining to the booked ESSA activity will be provided in the acceptance letter.

1.8 The balance must be paid in full, at least two weeks before the ESSA activity is due to start, subject to any alternative agreements made by the principal.

1.9 If the start date of the activity falls within this period, the full balance must be paid by the first day of the activity.

1.10 If the balance has not been paid in full, or no agreement has been made with the principal, within the timeframes specified in clauses 1.8 and 1.9, ESSA reserves the right to offer the place on the activity to another student on the waiting list.

2 Privacy Policy

2.0 We currently collect and process the following information:

Personal identifiers, contacts and characteristics (for example, name and contact details)

2.1 The personal information we process is provided to us directly by you when filling in the East Suffolk Stage Arts Application form.

2.2 We use the information that you have given us in order to contact you in the event of an emergency or to pass on direct information about the product or service you have purchased.

2.3 We may contact you occasionally for marketing purposes, if you choose to opt in to our mailing list. We will never share or distribute your information to any third parties.

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

- (a) We have a contractual obligation.
- (b) We have a legal obligation.
- (c) We have a vital interest.

2.5 Your information is securely stored on our database. We keep your identity and contact data for as long as it is necessary to fill our contract with you, including any time required to satisfy any legal, accounting or reporting requirements. We will then keep your information for 6 months before disposing of it securely.

2.6 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 personal 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 personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal 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 by the email above if you wish to make a request.

2.7 If you have any concerns about our use of your personal information, you can make a complaint directly to ESSA by phone or email. You can also 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
ICO website: <https://www.ico.org.uk>