



## **FUTURE FACES**

HALL PARK THEATRE, LUTTERWORTH LE17 4LN

[www.futurefaceslutterworth.co.uk](http://www.futurefaceslutterworth.co.uk) | 01455 553878 [Futurefaceslutterworth@gmail.com](mailto:Futurefaceslutterworth@gmail.com)

### **PRIVACY & DATA PROTECTION POLICY**

Future Faces (Lutterworth) Limited is committed to safeguarding the privacy of our clients. This Privacy Policy explains how we collect, use and store any personal information.

#### **WHAT INFORMATION DO WE COLLECT ABOUT YOU?**

We collect, store, and use information about you when you register/enrol with us or place an order for products and services. We also collect, store and use information when you voluntarily complete customer surveys, provide feedback and participate in competitions or events.

The personal information we collect, and use may include:

- Full name and contact details (e.g., home, work, email and web addresses, home and mobile telephone numbers)
- Records of products and services purchased
- Bank and payment details to administer payments
- Date of birth and/or age for safeguarding children and other legal requirements
- Education, professional qualifications/memberships, insurance details, DBS certificate, work history and any references
- Personal information about persons connected to you such as legal guardians, legitimate carers and referees. You must have their authority to provide their information to us.
- Photographs, for promotional purposes, with appropriate permissions and credits only.

#### **HOW WILL WE USE THE INFORMATION ABOUT YOU?**

We collect information about you to process your order, manage your account and use this information to provide the services requested and to maintain guarantee records. If you are entering for an examination with Trinity College London (TCL) either personally or for a child under your supervision basic information will be shared with TCL as is necessary and required to complete your order for examination entry.

We may also use your personal information.

- If you agree, to send you marketing information about other products and services we think may be of interest to you.
- send you non-marketing commercial communications.
- send you email notifications that you have specifically requested.
- send you our email newsletter (you can inform us at any time if you no longer require the newsletter);
- send you marketing communications relating to our service which we think may be of interest to you, by post or, where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you no longer require marketing communications); vi) to send statements, invoices, and payment reminders to you, and collect payments from you.
- to deal with enquiries and complaints made by or about you; If you submit personal information in customer feedback or surveys for publication in our marketing material or on our website, we will publish and otherwise use that information in accordance with the licence you grant to us.

We may use your information collected from the website to; personalise any repeat visits to our website and record visitor behaviour. We will not, without your express consent, supply your

personal information to any third party for the purpose of their or any other third party's direct marketing.

## **MARKETING**

We would like to send you information about products and services of ours which may be of interest to you. If you have consented to receive marketing, you may opt out later. You have a right at any time to stop us from contacting you for marketing purposes.

## **DISCLOSING PERSONAL INFORMATION**

We may disclose your personal information to any of our employees or suppliers insofar as reasonably necessary for the purposes set out in this policy. We may disclose your personal information: (a) to the extent that we are required to do so by law; (b) in connection with any ongoing or prospective legal proceedings; (c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk); (d) to the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling; and (e) to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information. Except as provided in this policy, we will not provide your personal information to third parties.

## **INTERNATIONAL DATA TRANSFERS**

Information that we collect will not be processed in and transferred between other countries. Personal information that you publish on our website or submit for publication on our website or other marketing material may be available, via the internet, around the world. We cannot prevent the use or misuse of such information by others.

## **RETAINING PERSONAL INFORMATION**

This Section sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal information. Personal information that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes. Notwithstanding the other provisions of this Section we will retain documents (including electronic documents) containing personal data: (a) to the extent that we are required to do so by law; (b) if we believe that the documents may be relevant to any ongoing or prospective legal proceedings; and (c) to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk).

## **SECURITY OF PERSONAL INFORMATION**

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. We will store all the personal information you provide on our secure (password- and firewall-protected) servers. You acknowledge that the transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet. If applicable, you are responsible for keeping the password you use for accessing our website confidential; we will not ask you for your password (except when you log in to our website).

## **ACCESS TO YOUR INFORMATION AND CORRECTION**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some, or all, of your personal information please email or write to us, see below. We want to make sure that your personal information is accurate and up to date. You may ask

us to correct, amend or remove information you think is inaccurate. Your rights; 1. You may instruct us to provide you with any personal information we hold about you without cost to you by completing a Subject Access Request form which is available at the bottom of this page. Provision of such information will be subject to: The supply of appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address). 2. We may withhold personal information that you request to the extent permitted by law. 3. You may instruct us at any time not to process your personal information for marketing purposes. 4. In practice, you will usually either expressly agree in advance to our use of your personal information for marketing purposes, or we will provide you with an opportunity to opt out of the use of your personal information for marketing purposes. 5. You have the right to object to us processing your Personal information 6. You have the right to request erasure of your Personal information 7. You have the right to request rectification or removal of Personally Identifiable Information we may hold that you think is inaccurate 8. You have the right to be informed that we will be processing Personally Identifiable Information - this will be done during our initial contact with you via a Privacy Notice 9. You have the right of data Portability - to request your Personal data from us in a machine-readable format.

### **THIRD PARTIES**

We have no control over, and are not responsible for, the privacy policies and practices of third parties.

### **COOKIES**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use to the website and to compile statistical reports on website activity. Details of our Cookies Notice can be found at the bottom of this page or by opening the Home Page. For further information about cookies visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org) You can set your browser not to accept cookies and the above websites will tell you how to remove cookies from your browser. However, some of our website features may not function as a result.

### **OTHER WEBSITES**

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their privacy policies. Changes and amendments to our Privacy Policy We keep our privacy policy under regular review and may update this policy from time to time by publishing a new version on our website, or written copy upon request. You should check this page occasionally to ensure you are happy with any changes to this policy.

### **OUR DETAILS**

We are registered in England and Wales under registration number 06733322, and our registered office is at Future Faces, Hall Park Theatre, Hall Lane, Lutterworth, Leicestershire. LE17 4LN

### **OUR WEBSITES**

[www.futurefaceslutterworth.co.uk](http://www.futurefaceslutterworth.co.uk), [www.futurefaces.net](http://www.futurefaces.net), [www.lyta.co.uk](http://www.lyta.co.uk) are owned and operated by Future Faces (Lutterworth) Limited.

### **CONTACT**

You can contact us by writing to the business address given above, by using our website contact form, by email to; [futurefaceslutterworth@gmail.com](mailto:futurefaceslutterworth@gmail.com) or by telephone on 01455.553878.

Please contact us if you have any question(s) about our Privacy policy or information we hold about you; By email to; [futurefaceslutterworth@gmail.com](mailto:futurefaceslutterworth@gmail.com)

Write to us at:

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