

# Privacy notice

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## How we use your information

This privacy notice tells you what to expect when the Associated Board of Dance Ltd (ABD) collects personal information. It applies to information we collect about:

- visitors to our websites
- complainants and other individuals in relation to a data protection or freedom of information complaint or enquiry
- people who use our services, members & students
- people who notify under the Data Protection Act
- job applicants and our current and former employees

We will use your information mainly for communication purposes by post, email and telephone. We may share your contact information with postal and courier services for delivery of consignments. This is your address and sometimes a mobile phone number.

If you would prefer that your number were not passed on to courier services we will not do that.

## Visitors to our websites

When someone visits [www.abdance.net](http://www.abdance.net) we collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. We collect this information in a way which does not identify anyone. We do not make any attempt to find out the identities of those visiting either of our websites [www.abdance.net](http://www.abdance.net) / [www.store.abdance.net](http://www.store.abdance.net) We will not associate any data gathered from this site with any personally identifying information from any source. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

## Use of cookies by the ABD

You can read more about how we use cookies on our [Cookies page](#).

## E-newsletter

We use a third party provider, Mailchimp, to deliver our e-newsletter. We gather statistics around email opening and clicks using industry standard technologies including clear gifs to help us monitor and improve our e-newsletter. For more information, please see [Mailchimp's Privacy Policy](#)

## Security and performance

The ABD uses a third party service to help maintain the security and performance of the ABD website. To deliver this service it processes the IP addresses of visitors to the ABD website.

## Data Protection Practitioners Conference site

We use a third party service, Joomla.com, to publish our website and Virtuemart for our online store. The site is hosted at Vidahost.com, which is run by Paragon Internet Group Limited. We use a standard Joomla service to collect anonymous information about users'

activity on the site, for example the number of users viewing pages on the site, to monitor and report on the effectiveness of the site and help us improve it.

## People who email us

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with office policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

## People who make a complaint to us

The ABD aims to provide a high quality and efficient service and therefore takes all complaints about its service seriously.

The Customer Services and Compliance Officer responds to all complaints and ensures that they are managed efficiently and courteously, as quickly as possible. If the reply is to be dealt with swiftly, it is important that full details are given. Anonymous complaints cannot be processed. Our full complaints procedure policy can be read here. [Complaints Procedure](#).

## Job applicants, current and former ABD employees

When individuals apply to work at ABD, we will only use the information they supply to us to process their application and to monitor recruitment statistics. Where we want to disclose information to a third party, for example where we want to take up a reference or obtain a 'disclosure' from the Disclosure & Barring Service we will not do so without informing them beforehand unless the disclosure is required by law.

Personal information about unsuccessful candidates will be held for 12 months after the recruitment exercise has been completed, it will then be destroyed or deleted. We retain de-personalised statistical information about applicants to help inform our recruitment activities, but no individuals are identifiable from that data.

Once a person has taken up employment with the ABD, we will compile a file relating to their employment. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's employment. Once their employment with ABD has ended, we will retain the file in accordance with the requirements of our retention schedule and then delete it.

## Access to personal information

ABD tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to the ABD for any personal information we may hold you need to put the request in writing to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

## Disclosure of personal information

In many circumstances we will not disclose personal data without consent. However when we investigate a complaint, for example, we will need to share personal information with the organisation concerned and with other relevant bodies. Further information is available in our Information Charter about the factors we shall consider when deciding whether information should be disclosed.

You can also get further information on:

- agreements we have with other organisations for sharing information;
- circumstances where we can pass on personal data without consent for example, to prevent and detect crime and to produce anonymised statistics;
- our instructions to staff on how to collect, use and delete personal data; and
- how we check that the information we hold is accurate and up to date.

## Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 1<sup>st</sup> August 2014.

## How to contact us

If you want to request information about our privacy policy you can email us or write to:

Associated Board of Dance Ltd.  
Suite 222 Zellig,  
Custard Factory,  
Gibb Street,  
Birmingham,  
B9 4AA.