

Privacy Policy & GDPR Compliance

ArtsPool [UK] Ltd is committed to protecting and respecting your privacy.



This Policy explains when and why we collect personal information about people who visit our website, how we use it, and how we keep it secure.

By using our websites, you are agreeing to the terms of this Policy.

Any questions regarding this Policy should be sent

- by email to info@arts-pool.co.uk
- in writing to ArtsPool [UK] Ltd, 40 High Street, Aylesford, Kent, ME20 7BA.
- by telephone 01622 791759.

ArtsPool [UK] is a resource supplier, workshop and CPD provider for teachers and students of GCSE Dance.

The company was established in 2005 and became a company limited by guarantee in 2007 (no. 6447630).

The registered address is 40 High Street, Aylesford, Kent, ME20 7BA.

ArtsPool runs several online programmes:

- **e-learning** [www.artspool-e-learning.com];
- **Heads Up** [www.headsupdance.com];
- **danthology** [www.danthology.me]

These are purchased through these websites and the main website at www.artspool.co.uk.

who are we?



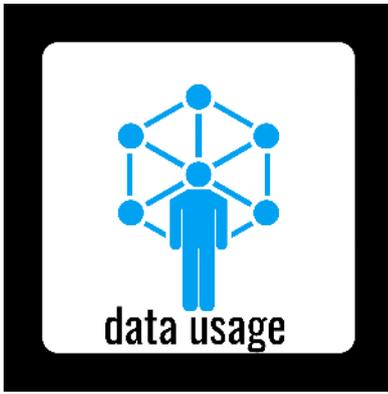
We only obtain explicit data from you for which you have given your consent, and do not use implicit data or data collected by third parties with the exception of Paypal. We obtain information about you when you place an order via any of our websites. E-learning and Heads Up collects student data.

The personal information we collect might include your name, address, email address, IP address, and information regarding what webpages are accessed and when.

If you purchase a product from us online, your card information is not held by us, it is collected by Paypal. If you purchase over the telephone, we do not record your card information. The transaction is then recorded at Paypal.

We do not collect data from our Spec 16 app, unless you volunteer your name and email address via the 'Contact Us' tab .

When students are subscribed to our e-learning and Heads Up programmes, their name and email address is collected.



We may use teacher information to:

- process your orders
- liaise with you regarding workshops, CPD and general support
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested or that may be of interest to you. These may include information about forthcoming resources, student workshops, CPD or online programmes, online offers, subscription deadlines.
- monitor web traffic in order to maintain the smooth facility of our websites

We may use school server IP addresses to:

- avoid lockout and ban conflicts between our e learning and Heads Up websites and your school server.

We will hold your personal information on our systems for as long as is necessary for the relevant activity.

We may use student information to:

- assist with technical support on our e-learning and Heads Up programmes
- recover accounts when users forget their login details
- send feedback on our Heads Up programme
- monitor web traffic in order to maintain the smooth facility of our websites

E learning subscriptions terminate at the end of each academic year when all Year 11 data is deleted. Year 10 data will be deleted unless we receive a subscription renewal request from you. Heads Up data is deleted at the end of each series.

We will never sell or rent your information to third parties. We will never share your information with third parties for marketing purposes.

We will never publish student work from our e-learning site.

When you are using our secure online payment pages, your payment is processed by Paypal, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.

ArtsPool's Directors and online hosting manager have access to teacher email addresses via all of our sites, and student email addresses via our e learning site. Our Heads Up marking team have access to student emails for the duration of each series. ArtsPool staff and Heads Up markers are all DBS checked.



Security precautions are in place to protect the loss, misuse or alteration of your information

All of our websites are hosted on a cloud-based server run by Digital Ocean. Digital Ocean datacenters are individually audited and certified by various internationally-recognized compliance standards including SOC 1, SOC 2, PCI-DSS and ISO 27001.

Any sensitive information (such as credit or debit card details) is encrypted and protected with SSL on arts-pool.co.uk and also e-learning.com. When you are on a secure page, a lock icon will appear on your web browser.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure it is secure on our systems.

Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Cookies.

The ArtsPool websites use cookies. 'Cookies' collect statistical data about your browsing actions and patterns and do not identify you as an individual.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our websites.



under 16 protection



We are committed to protecting the privacy of children aged 16 or under.

We require student email addresses on the **e learning hub** for registration purposes, as login and to connect students to their teacher via the programme.

Teachers opt to collect and enter these email addresses in order to subscribe their cohort to the programme and thus we assume that they and their associated school has obtained permission from the relevant parents/carers before they do so. This responsibility remains with the school opting to use our programmes.

We require students to submit online answers to us for our **Heads Up** programme, with their email address so that our marking team can send feedback via email. We do not store these email addresses and all emails received are deleted at the end of each series. We advise that students use their school email address for this purpose, and not their personal email address.

Anonymity

We suggest that teachers do not input student names into our e learning or Heads Up programmes. Initials are sufficient for our purposes and keep student names anonymous on our system.

Our website may contain links to other websites run by us.

At times we provide links to AQA and the Anthology dance companies. This privacy policy applies only to our websites, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.





You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us, then you can select **unsubscribe** from our emails.

You have the right to ask for a copy of the information ArtsPool [UK] Ltd holds about you. To request this, you can email us at info@arts-pool.co.uk and we will ensure you receive a response within 1 calendar month.

You have the right to request that we erase any data we hold about you.

If you change email address or school, or believe any of the other information we hold is inaccurate or out of date, please email us at: info@arts-pool.co.uk, or write to us at: ArtsPool [UK] Ltd, 40 High Street, Aylesford, Kent, ME20 7BA. Alternatively, you can telephone 01622 791759.

All of our websites are hosted on a cloud-based server run by Digital Ocean. Our server is located in London, and thus the risk of data going outside the EU is significantly reduced.



We keep this Policy under regular review. This Policy was last updated in October 2017.