

GLISSON ROAD STUDIOS LTD

Privacy Policy

Effective Date: 6 August 2026

Last Updated: 6 August 2026

Privacy Policy

At **Glisson Road Studios**, we are committed to protecting your privacy and handling your personal information responsibly. We understand the importance of safeguarding the information you share with us, particularly where children and young people are involved.

This Privacy Policy explains how we collect, use, store and protect your personal information when you use our website, contact us, book classes, attend performances or events, hire our studios, or use any of our services.

We process personal information in accordance with the **UK General Data Protection Regulation (UK GDPR)**, the **Data Protection Act 2018**, and other applicable UK data protection legislation.

By using our website or engaging with our services, you acknowledge that you have read this Privacy Policy.

Who We Are

Glisson Road Studios is a performing arts centre based in Cambridge, offering children's theatre school classes, adult dance and fitness classes, workshops, studio hire, performances and other performing arts activities.

Data Controller

Glisson Road Studios

25–29 Glisson Road

Cambridge

CB1 2HA

Telephone: 01223 375275

Email: theatreschool@bodyworkds.co.uk

Website: www.glissonroadstudios.co.uk

Scope of this Privacy Policy

This Privacy Policy applies whenever you:

- Visit our website.

- Contact us by telephone, email or online enquiry form.
 - Register for a trial class.
 - Enrol yourself or your child into classes.
 - Attend our children's theatre school.
 - Attend our adult classes.
 - Hire one of our studios.
 - Book workshops or special events.
 - Purchase uniform through our approved uniform supplier.
 - Attend productions or performances organised by Glisson Road Studios.
 - Subscribe to newsletters or marketing communications.
 - Interact with us through social media.
-

The Information We Collect

The information we collect depends on how you interact with Glisson Road Studios.

Parents and Guardians

Where you enrol a child with us, we may collect:

- Full name
 - Postal address
 - Telephone number(s)
 - Email address
 - Emergency contact details
 - Relationship to the student
 - Communication preferences
 - Payment information (processed securely by our payment provider)
 - Correspondence between yourself and Glisson Road Studios
-

Students

We may collect:

- Full name
- Date of birth
- Age

- Class enrolments
 - Attendance records
 - Examination entries
 - Performance participation
 - Achievement or progress records
 - Parent permissions and consents
 - Emergency contact information
-

Adult Participants

For adults attending classes or workshops we may collect:

- Name
 - Address
 - Email address
 - Telephone number
 - Booking information
 - Attendance history
 - Emergency contact information where appropriate
-

Medical and Additional Support Information

Where necessary to ensure the safety and wellbeing of participants, we may collect information relating to:

- Medical conditions
- Allergies
- Asthma
- Diabetes
- Epilepsy
- Disabilities
- SEND or additional support requirements
- Emergency medication
- Injuries affecting participation

This information is classed as **Special Category Personal Data** under UK GDPR and is only processed where necessary to protect the health and safety of those attending our activities.

Access to this information is limited to authorised staff who require it to carry out their duties.

Studio Hire

If you enquire about or book studio hire we may collect:

- Name
 - Business or organisation (where applicable)
 - Address
 - Telephone number
 - Email address
 - Booking information
 - Payment details
 - Correspondence relating to your booking
-

Website Information

When you visit our website we may automatically collect technical information such as:

- IP address
- Browser type
- Device type
- Operating system
- Pages visited
- Time spent on pages
- Website navigation
- Referring websites
- Approximate location information

This information helps us improve our website and understand how visitors use it.

Information You Provide

You may choose to provide personal information when you:

- Complete a contact form.
- Register for a trial class.
- Submit an enquiry.

- Join our mailing list.
- Complete enrolment forms.
- Submit photography permissions.
- Complete accident or incident forms.
- Provide feedback.

Where possible, we only request information that is necessary to provide our services.

How We Use Your Information

We use your personal information to:

- Register students for classes.
- Manage class enrolments.
- Organise examinations.
- Organise performances and productions.
- Process workshop bookings.
- Manage studio hire.
- Process payments.
- Respond to enquiries.
- Contact parents regarding classes.
- Send timetable updates.
- Notify you of venue or schedule changes.
- Meet safeguarding responsibilities.
- Maintain attendance records.
- Improve our services.
- Improve our website.
- Comply with legal obligations.
- Send marketing communications where you have consented or where permitted by law.

We will only process your personal information where we have a lawful basis for doing so.

Our Lawful Basis for Processing

Depending on the circumstances, we process personal information because:

- It is necessary to fulfil our contract with you.

- It is necessary to comply with our legal obligations.
- It is necessary for our legitimate interests in operating Glisson Road Studios safely and effectively.
- You have provided your consent.

Where we process Special Category Personal Data, we do so only where permitted under UK GDPR.

Photography and Video

We regularly photograph and film classes, performances and events to celebrate student achievements and promote Glisson Road Studios.

Where appropriate permissions have been given, photographs and videos may be used on:

- Our website
- Social media
- Printed marketing materials
- Newsletters
- Promotional videos

Parents and adult participants can withdraw consent at any time by contacting us. Withdrawal of consent will not normally affect material that has already been lawfully published.

Marketing Communications

We may send information about:

- New classes
- Workshops
- Productions
- Events
- Holiday activities
- News from Glisson Road Studios
- Special offers

You may unsubscribe from marketing communications at any time by using the unsubscribe link or by contacting us.

We will continue to send essential communications relating to bookings, safeguarding or your membership where necessary.

Sharing Your Information

We will never sell your personal information.

We may share information where necessary with trusted organisations including:

- Payment providers
- Booking and management software providers
- IT service providers
- Professional advisers
- Emergency services
- Safeguarding authorities
- Insurers
- Regulatory authorities where required by law

We only share information where necessary and appropriate safeguards are in place.

Third-Party Services

To help us operate efficiently, we use trusted third-party service providers including:

- Class Manager
- Stripe
- Microsoft 365
- WordPress

These organisations process information on our behalf where necessary and are expected to maintain appropriate security and data protection standards.

Our website may also contain links to third-party websites, including our external uniform supplier. We are not responsible for the privacy practices or content of external websites and encourage you to read their privacy policies before providing any personal information.

Cookies

Our website uses cookies and similar technologies to:

- Keep the website functioning correctly.
- Remember your preferences.
- Improve website performance.
- Analyse visitor activity.
- Support website functionality.

You can manage your cookie preferences through our cookie banner or your web browser settings.

Further information is available in our **Cookie Policy**.

How We Keep Your Information Secure

We take appropriate technical and organisational measures to protect your personal information.

These measures include:

- Password-protected systems.
- Secure cloud-based services.
- Restricted staff access.
- Encrypted payment processing.
- Regular software updates.
- Secure storage of paper records where applicable.

Although we take every reasonable precaution, no method of transmitting information over the internet can be guaranteed to be completely secure.

How Long We Keep Your Information

We only keep personal information for as long as necessary to fulfil the purposes for which it was collected, or as required by law.

Retention periods may be influenced by:

- Safeguarding requirements.
- Financial regulations.
- Insurance obligations.
- Legal requirements.
- Operational needs.

When information is no longer required, it is securely deleted or destroyed.

Your Rights

Under UK GDPR you have the right to:

- Request access to your personal information.
- Request correction of inaccurate information.

- Request deletion where appropriate.
- Request restriction of processing.
- Object to certain processing.
- Withdraw consent where consent has been relied upon.
- Request the transfer of certain information to another organisation.

To exercise any of these rights, please contact us using the details below.

Contact Us

If you have any questions about this Privacy Policy or wish to exercise your rights, please contact:

Glisson Road Studios

25–29 Glisson Road

Cambridge

CB1 2HA

Telephone: 01223 375275

Email: theatreschool@bodyworkds.co.uk

Complaints

If you are unhappy with how we have handled your personal information, please contact us first so that we have the opportunity to resolve your concerns.

You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)**.

Website: <https://ico.org.uk>

Telephone: 0303 123 1113

Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, our services or the way we operate.

The most recent version will always be published on our website, and the "Last Updated" date at the top of this page will indicate when changes were made.