

Privacy Notice

Frantic Productions Limited

Frantic Productions Limited are committed to protecting and respecting your privacy. As required under the General Data Protection Regulation 2018, Fran Carpenter is the company's Data Controller and her contact details are:

Fran Carpenter
Frantic Productions Limited
7 Cliffe Road,
Barton On Sea
Hampshire
BH25 7PA.

Email: music@franticproductions.co.uk
Telephone 01425 614665 / 07867 502624

The categories of information that we collect, process, hold and share include:

- personal and school contact information and data (such as name, address, email address, telephone numbers)
- we do not collect or hold special categories of data such as gender, age, ethnic group

Why we collect and use this information

We will use your data to:

- contact you should an issue arise in processing your order

The lawful basis on which we process this information

1 Where it is in the company's legitimate business interest to do so

- Examples of this might include: within our accounting procedures; to contact a customer should a payment fail; in fraud prevention; in the case of a customer refusing to pay, their details may be passed to a credit controller
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2 Consent

- Examples of this might include: requesting explicit consent in writing to use a video or photographs of children performing in one of our musicals on our website or on an advertising flyer

How and when can you withdraw consent?

Where we rely on consent, customers can withdraw consent at any time by contacting us by using any of the contact details above.

Storing this information

We store your school or personal data for the duration of the time we, for example, process your order, and delete it after 7 years.

In addition to your information being stored in internal company accounting software systems and as paper hard copies in our office at the above address, your order information is also stored within our website software, hosted by [Patrick Internet](#) (on servers in the UK). Your payment information is also held within the [PayPal payment system](#) linked to our websites.

Data Security

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Who we share this information with

We routinely share your information with the following for legitimate business purposes:

- our finance and administrative staff
- website developers

Why we share information

We do not share information about you with anyone without consent unless the law allows us to do so.

Requesting access to your personal data

Under data protection legislation, you have the right to request access to information about you or your school or other organisation that we hold. To make a request for this information, contact us in writing at the address above.

You also have the right to:

- prevent processing for the purpose of direct marketing (we do not share information for this purpose with any third party)

- object to decisions being taken by automated means
- in certain circumstances, have inaccurate data or information rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we collect or use your personal or school data, we ask that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

- Telephone helpline – 0303 123 1113
- Email – casework@ico.org.uk

Further information

If you would like to discuss anything in this privacy notice, please contact:

Fran Carpenter, Data Controller, Frantic Productions Limited

7 Cliffe Road, Barton On Sea, Hampshire BH25 7PA

Email: music@franticproductions.co.uk

Telephone 01425 614665 / 07867 502624

This Privacy Notice was prepared in May 2018 and will be reviewed again in 2022.