



Guildhall School of Music & Drama Guildhall Young Artists Privacy Notice

Guildhall School ("the School"), of which Guildhall Young Artists is a part, is a department of the City of London Corporation ("the City of London"). This specific privacy notice covers activities relating to Guildhall Young Artists and is a part of the School's overarching privacy notice found on the [website](#). The City of London's privacy notice can be found at [City of London website](#).

Guildhall School is committed to protecting your privacy; this privacy notice explains how we use information about you and how we protect your privacy. If you have any concerns or questions about how the School looks after your personal information please contact the School's Head of Business Systems and Data in the first instance at information.officer@gsmd.ac.uk. You can also contact the City of London's Data Protection Officer at information.officer@cityoflondon.gov.uk.

Activities unique to Guildhall Young Artists covered by this notice:

- The provision of educational activities undertaken by Guildhall Young Artists at the School's Barbican campus, at our partner venues, and online.
- The scope of this document covers all users of Guildhall Young Artists and its services, including but not limited to parents/guardians, students and all external professionals and freelancers who work with us.

What personal data is collected about you

We may collect your data in a variety of ways, for example:

- When you communicate with us by telephone/mobile, email, via our websites or in-person
- When you use forms to provide data for a specific purpose e.g. on application or enrolment
- When you supply additional documentation e.g. qualification certificates or evidence of identity

- As part of processes related to an enquiry e.g. application for any course or programme
- As part of a process for the good management of the School's community, e.g. appeal, complaint or disciplinary process
- From third parties in relation to your child/young person's study/potential study or your employment at Guildhall Young Artists e.g. agents, schools, funding bodies, referees

We may collect personal data such as the following:

- Biographical information including your name, gender and date of birth
- Contact details and communication preferences such as your address, email and phone number
- NI number, HMRC Unique Taxpayer Reference number, passport number and identity details, domicile and nationality, demographic information
- Photo for identification e.g. I.D. Cards
- Video recordings, including CCTV at host venues
- Photography and videos of productions, performances and rehearsals held in person and online
- Education and employment history including references
- Family or personal circumstances and extracurricular interests e.g. for assessment of suitability for funding or support
- Family and parent/guardian details where relevant to our needs
- Financial information where appropriate e.g. for applying for funding support
- Your enquirer, applicant history and student record
- Course and stage details
- Attendance, progress and status
- Assessment results
- Bank details for processing invoices
- To meet statutory or regulatory reporting and/or monitoring requirements

We may also collect special category data (previously 'sensitive')

- To provide relevant student support: disability, health and medical conditions
- For safeguarding purposes and employment purposes e.g. criminal convictions
- For statutory monitoring and reporting purposes: disability and medical conditions, racial or ethnic origin, religion or similar beliefs, sexual orientation

Personal information relating to criminal offences and convictions is also collected and although not 'special category data', is still sensitive in nature and merits higher protection. This would be collected for admission and safeguarding purposes.

Additional personal data may be collected where relevant in relation to placements, extenuating circumstances, professional body requirements, appeals/complaints/ disciplinary cases and any further optional student services.

Reasons why we use your personal data

Specific list of uses by category:

- a. Recruitment and admissions, including but not limited to applications, auditions, and free taster days
- b. Enrolment of students
- c. Teaching and learning activities as part of Guildhall Young Artists
- d. Academic matters
 - i. Assessment and progression
 - ii. Core teaching, learning and student conduct
 - iii. Maintaining student records
 - iv. Assessing eligibility for funding
- e. IT and information services including email addresses and ID cards including photos
- f. AV/Video Recordings
- g. Support services including disability support, counselling, health & welfare advice
- h. Events and activities organised for students
- i. Employment purposes
- j. Monitoring equal opportunities
- k. Monitoring and evaluating widening participation activity and participants to gauge long term success
- l. Safeguarding e.g. DBS checks
- m. Social media (e.g. Facebook, Instagram and Twitter)
- n. To send you timely, relevant and appropriate messages about Guildhall Young Artists or any other relevant opportunities for children and young people. This may include e-newsletters and e-flyers, if consent has been given.
- o. Fees, funding (including bursaries and scholarships) and debt recovery
- p. Other admin:
 - Statistical analysis and research
 - Returns and surveys for government bodies
 - Audits
 - Operational information e.g. IT support, building closures, safety
 - Safety of individuals and assets including use of CCTV
 - Preventing crime
 - Complaints, appeals and disciplinaries
 - Enquiries
- q. When necessary to protect your or another person's vital interests

Why we are allowed to use your personal data

The processing of your personal information for the above purposes is necessary:

- To interact before enrolment as part of enquiries and admissions process

- To meet our contractual obligations to you as a student or parent/carer
- To meet our legal obligations
- To perform tasks we carry out in the public interest (e.g. teaching and research)
- For legitimate interests (e.g. to enable your access to external services)
- To protect your vital interests and/or those of another person(s)

We may also share your personal information when we consider/believe that there is a good reason to do so, which is more important than protecting your privacy. This doesn't happen often, but in these circumstances, we may share your information:

- To find and stop crime and fraud;
- If there are serious risks to the public, our staff or to other professionals;
- To protect a child;
- To protect adults who are thought to be at risk, for example if they are suffering from a mental health crisis

For all of these reasons, the risk must be serious before we can override your right to privacy.

If we are worried about your physical safety, the safety of others, or feel we need to take action to protect you or others from being harmed in other ways, we will, if possible, discuss this with you and get your permission to tell others about your situation before doing so.

If this is the case, we will make sure that we record what information we share and our reasons for doing so. We will let you know what we have done and why, if we think it is safe to do so.

For any specific use of your personal information outside of these reasons we will ask for your consent and inform you how you can withdraw consent at any time.

If you have given your explicit consent we may share marketing materials about Guildhall Young Artists, including upcoming events, courses and performances and other ways you can get involved with Guildhall Young Artists, or other areas of activity for children and young people at Guildhall School. Where you have provided your postal address, we may send this information to you by post unless you have told us not to. We may also email you this information if you have agreed for us to do so.

If we have consent to use your personal information for any reason, you have the right to request that your personal data is erased if there is no longer a justification for it. If you want to remove your consent, please contact your respective Guildhall Young Artists centre.

Additional consent from parents/carers will be required for participants and students under the age of 18. Written permissions or applications must be completed by a child's parent or carer if they are under the age of 16.

How do we protect your personal data

- We have a legal duty to make sure we hold your personal information (on paper and electronically) in a secure way, and to only make it available to those who have a right to see them
- Controlling access to systems and networks to stop people who are not allowed to view your personal information from getting access to it
- Training for our staff to make them aware of how to handle personal information, and how and when to report when something goes wrong, with mandatory data protection training for all staff accessing the School's databases

Who we can share your personal data with

Your data will be used by staff and contractors within Guildhall School for the purposes specified.

Guildhall School (and Guildhall Young Artists as a division of the School) is a department of the City of London Corporation and shares the same data controller. Where services are provided by central City of London departments or shared with other departments within the City of London, your data may also be shared with those departments.

For example this may include:

City of London Finance and Procurement Services: your financial account with the School is held by the City of London. Any records of bank details that are sent between the School and the City of London will be transferred securely.

Internal auditors: For the purpose of auditing the services provided by the School, personal data may be processed by internal auditors, however any data that may need to be removed from the School will be anonymised first.

Your data may additionally be shared with:

- Funders and/or sponsors e.g. Funders of any awards or prizes
- Third party payment providers – Some Guildhall Young Artists centres use third party payment providers like PayPal to take secure online payments. The data sent between the School and these providers might include identification information, payment requirements and details of whether the transaction was successful. No financial information (debit/credit card details or bank details from your account) is shared with Guildhall School. Contact finance@gsmd.ac.uk 020 7382 7208. All payments are normally

non-refundable. Please see relevant policies for full details of payment conditions.

- Suppliers used to carry out Guildhall Young Artists activities e.g. information regarding dietary requirements or other special needs required for a residential visit or tour
- External auditors
- Relevant Government Departments e.g. Local Authorities for performance licenses, Department for Education, Arts Council England
- Independent Safeguarding Authority
- Parents, guardians, next of kin and education providers, where there is a legitimate reason for disclosure
- Police and law enforcement agencies
- Emergency services

External systems administrators for which we have a contract e.g.

- Eepos (our single record student and teachers database)
- Asimut (externally hosted timetabling system)
- Tribal (managed service contract for SITS student records system)
- External travel operators e.g. ACFEA/One Stage
- Dotdigital (our email marketing platform)

Situations when your personal data might be sent to other countries include:

- When the School uses third-party software
- Online video channels e.g. YouTube

Photographs and recordings:

We will seek your consent to use photos/recordings of your child/young person in your care for marketing purposes, consent to use their name alongside the photos/recordings, and consent to share photos/recordings of your child/young person in your care with other parents/guardians for personal use (for example, if the child in your care is in a photograph with their child) or for Guildhall Young Artists to use for teaching and research purposes.

- Consent will be valid for five years; should we wish to continue using the photograph and recording beyond five years, we will re-seek your consent. You can withdraw your consent at any time. See [our website](#) for further information.

How long we keep your personal data for

- Personal data will be processed in accordance with the Guildhall Young Artists record retention policy. Please see the Guildhall School website for our record retention policy. The link is here:
- [Guildhall Young Artists Retention Policy](#)

- Financial records will be kept for the statutory period
- While most information will be retained for a limited period of time, a basic record of study may be retained indefinitely.

How can you update your preferences

You can change your communication preferences at any time by contacting your respective Guildhall Young Artists centre. You can give us permission to communicate with you via email, post and phone. We will record these preferences on our database and will use them to communicate with you.

You have a variety of rights in relation to your data. These are as follows:

- Where our use of your data requires consent, you may withdraw this consent at any time
- Where we rely on our legitimate interest to process data, you may ask us to stop doing so
- You may request a copy of the data we hold about you
- You may update or amend the information we hold about you if it is wrong
- You may ask us to change or stop the way in which we communicate with you or process data about you, for example if we are carrying out profiling (see above), you may ask us not to do so
- You may object to the processing of your information for marketing purposes
- If you are not satisfied with the way we have processed your data, then you have the right to complain

If you ask for us to stop processing your data entirely, we will delete the majority of your personal data from our database. We will only retain permanently the basic personal data that we need for institutional record and to ensure you are not added back on to our records in future. Please note, activities with a legal requirement such as processing Gift Aid donations may mean we cannot entirely stop processing your data.

Any significant changes to this Policy or to the way we treat your data will be communicated via the website or by contacting you directly.

If there is anything you are unclear about, please contact the School's Head of Business Systems and Data in the first instance at information.officer@gsmd.ac.uk. We will be happy to answer any queries you may have concerning this Privacy Notice or the way in which we process your personal data.

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