

PRIVACY POLICY

Reviewed/updated: 19 August 2026

Who we are

Galaxy Dance & Gymnastics Ltd (company no. 16094218), registered office 30 Winterbourne Mews, Ashford, Kent, TN23 3UR; trading premises 40 Park Street, Ashford, Kent, TN24 8LS. Privacy contact: management@galaxydanceandgym.co.uk. Data protection contact: Victoria Lucy. Galaxy is the data controller for the personal information described in this notice.

At a glance

This notice explains what personal information Galaxy collects, why we use it, who we share it with, how long we keep it, and the rights available to you. It is designed for parents/carers, adult participants, prospective customers and visitors.

Information we collect

- Customer/parent/carer name, email, telephone number and home address; child/student name and date of birth; emergency contacts; class and attendance information.
- Declared medical conditions and medication needed for safe participation or emergency response. Health data is special category data.
- Payment/transaction information. Payments use Stripe; Galaxy sees only limited payment information made available through the service, including the last four card digits and expiry information.
- Photo/video consent records, communications, marketing consent/opt-outs, and website technical/cookie information.
- CCTV information from the Ring system at 40 Park Street.

How we use it and lawful bases

- Class administration, enrolment, attendance and customer communications: contract and/or legitimate interests.
- Safety and safeguarding: legitimate interests, legal obligation and/or vital interests as appropriate.
- Health information: an Article 6 lawful basis plus an applicable Article 9 condition.
- Promotional photography/video: consent where consent is the chosen basis; separate consent is obtained through Class Manager and in writing.
- Marketing: consent or the limited PECR soft opt-in where all conditions are met.
- Payments and accounting: contract and/or legal obligation.
- CCTV: legitimate interests and/or another applicable lawful basis, with a specific review of audio recording.

Children and young people

Galaxy serves toddlers through adults. Children from age four may attend without a parent/carer. We recognise children's own data protection rights, use age-appropriate information where appropriate, and consider age, maturity and understanding when handling requests. Galaxy collects customer email addresses rather than children's email addresses.

Class Manager access

Galaxy uses Class Manager. Coaches have individual logins, are restricted to their own classes/students, and access can be removed immediately when they leave. Coaches can view student name, date of birth, declared medical conditions/medication, photo-consent status and the parent's emergency-contact name/telephone number. Coaches cannot edit medical information.

Photography and video

Galaxy uses photographs/videos for Facebook, Instagram, its website and marketing materials. Separate consent is obtained in Class Manager and in writing. Withdrawal requests should be made in writing to management@galaxydanceandgym.co.uk. Withdrawal affects future use; already printed or third-party-shared material may not be retrievable.

Email, marketing and WhatsApp

Marketing consent is stored separately in Class Manager. Marketing emails are sent through Class Manager's email function so recipients cannot see other recipients. Galaxy may contact customers about new classes, workshops and events where PECR requirements are met. WhatsApp is used through the Galaxy business account for customer/prospect contact, requested photo/video, and short-notice cancellations. Staff must not use personal WhatsApp accounts/devices. Customer groups are not used; staff-only groups may exist.

Website and cookies

The website is www.galaxydanceandgym.co.uk. Google Analytics is used with a cookie banner. Galaxy does not currently use Meta or TikTok tracking pixels.

CCTV

Ring cameras cover the entrance/fire exits, gymnasium, dance/aerial hoop studio, parent waiting lounge, sibling play room and kitchen. There are no cameras in toilet/wash areas, the office or storage rooms. The system records when motion is detected and uses Ring cloud storage under the applicable subscription. Galaxy does not routinely download separate copies. Purposes include security, prevention/detection of incidents, protection of staff/customers, entrance/exit monitoring, incident investigation and safeguarding. CCTV signage is displayed.

CCTV audio action

Audio is more intrusive than video. Galaxy will document necessity/proportionality in a CCTV review/DPIA and, unless a specific evidenced need is established, will seek to disable audio or use a less intrusive configuration. If audio remains enabled, signage/privacy information will make this clear.

Security and sharing

Galaxy uses company laptops and OneDrive; personal devices are not used for customer/student information. Information may be shared on a need-to-know basis with management/coaches, emergency services, safeguarding partners, local authorities, schools or police where appropriate, and with service providers such as Class Manager, Stripe, Microsoft/OneDrive, Ring and WhatsApp. Galaxy does not sell personal information.

International processing

Galaxy does not intentionally transfer customer information overseas as part of its own operations, but some suppliers may process information internationally. Where restricted transfers apply, Galaxy will use an applicable adequacy decision or appropriate safeguards and review supplier arrangements.

Retention

Galaxy's current general practice is approximately three years, but this is not automatically applied to every category. A separate retention schedule distinguishes customer, health, attendance, safeguarding, incident, finance, marketing, CCTV and staff records.

Rights and complaints

Individuals may have rights of access, rectification, erasure, restriction, objection, portability and withdrawal of consent, subject to the statutory conditions. Requests should go to management@galaxydanceandgym.co.uk. Galaxy will normally respond within one month, subject to the UK GDPR rules. Complaints can be raised with Galaxy first and then the ICO.

Review

This notice is reviewed at least annually and sooner when Galaxy's services, suppliers, technology or relevant law/guidance changes.

Website version and review

This is the website version of Galaxy's privacy notice. It was reviewed on 19 August 2026. Galaxy will review it at least annually and whenever there is a material change to our services, systems, suppliers, technology or applicable data protection requirements.