

Privacy Notice

Who is this privacy notice for

This Privacy Notice applies to information we collect about you when you interact with Candoco Dance Company, whether that be through engaging with us as a creative artist, participating in one of our dance programmes, supporting our work through donations, attending our performances, or being part of our professional and business promotional network. It explains what personal information may be collected about you and how we use it.

Who we are

Candoco Dance Company is a limited company (Company number 2837146) and registered charity in England and Wales (Charity number 1040524). We are committed to protecting data shared with us and complying with data protection law to its fullest extent. This Privacy Notice explains how we use and protect personal information, to show that we are adhering to the DPA 2018 and UK GDPR, and the Privacy and E-Communications Regulations in respect of marketing compliance.

The DPA 2018 and UK GDPR requires every organisation that processes personal information to be registered with the Information Commissioner's Office (ICO). Our registration number is ZA295555. You can find us on the Information Commissioner's register and search for us by using our registration number.

How to contact us

If you have any questions about how your personal information is used, please contact our data protection lead by emailing: info@candoco.co.uk

Our address is: C/O Mountview, 120 Peckham Hill Street, London, England, SE15 5JT

What Personal Information do we collect about you and how can we use this lawfully

The following sections explain the types of data we collect and the legal basis, under current data protection legislation, on which this data is processed. Most of the information we process is provided to us directly by you for one of the following reasons:

- Applying to take part in one of our dance programmes
- Seeking to be engaged as a freelance creative or director
- Purchasing a ticket for a class or activity
- Administering your supporter account with us
- Invoicing and financial transactions
- Collecting reviews to evaluate and promote our dance programmes and events
- Recruitment to join the company
- Receiving relevant and proportionate marketing content
- Limited analytics on our web traffic
- Legal compliance and financial audit purposes

Types of information

The types of information that we may collect or hold about you as a dance programme participant are:

What Information?	What do we use it for?	How can we do this lawfully?
Identity and Contact details	To administer your engagement with us on your chosen dance programme	You enter into a contract with us to participate on a dance programme
Limited health details	To ensure that we make any adjustments necessary to your participation and enjoyment on your preferred dance programme	We are a not-for-profit organisation and you are regularly engaged with us – we would never share this information without your consent
Marketing Preferences	To ensure that you receive only appropriate and relevant marketing and promotional materials from us	For email marketing you may have signed up to our newsletter, or if you have participated in previous dance programmes we consider that it is our legitimate interest to make you aware of further dance and

		related programmes that may interest you
Emergency Contact Information	To be able to contact a family member or friend if you become unwell or need assistance whilst taking part in a dance programme	We do this because it helps keep people safe. This is called a legitimate interest — it means we have a good reason to use the information, and we make sure it doesn't harm your rights.

Children and Young People's information

Some of our dance programmes may be tailored for children and young people. For all our young people we have a duty to safeguard their wellbeing and engagement and information shared with us may be used for this purpose if relevant.

The types of information that we may collect or hold about you as a Supporter:

What Information?	What do we use it for?	How can we do this lawfully?
Name and contact details: - Email address - Postal address - Phone number - Financial details	- To administer your account with us - Stewardship - To share updates on our work and impact	We process personal data of our supporters, including financial donors, under the lawful basis of legitimate interests. We believe this processing is necessary to fulfil our charitable mission and is in line with supporters' reasonable expectations. We always balance our interests with your rights and freedoms, and you can opt out of communications at any time.
	Gift Aid Processing	We process this information under the legal obligation basis, as required by HMRC regulations. This means we are legally required to retain Gift Aid records for a minimum of six years after the end of the accounting period they relate to.
	To send you relevant and proportionate	If you have signed up to receive our newsletter or opted in to marketing, we rely on your consent to send you

	marketing and communications	these communications. You can withdraw your consent at any time by clicking the unsubscribe link or contacting us directly. If you have previously attended one of our productions, we may contact you under the lawful basis of legitimate interests. This allows us to share relevant updates and invitations we believe you will find valuable, based on your existing relationship with us.
	To respond to enquiries and concerns /complaints	When you contact us with a question, concern, or complaint, we process your personal data under the lawful basis of legitimate interests. This allows us to: - Respond to your enquiry effectively - Investigate and resolve any issues raised - Maintain records of correspondence for accountability and service improvement We consider this processing necessary to support our relationship with you and to uphold our standards of service. Your information will only be used for the purpose of handling your enquiry and will not be shared beyond what is necessary to address the matter.
	For market research and survey participation	We may use your contact details to invite you to participate in surveys about our productions, dance programmes, or your experience with us. Participation is entirely voluntary, and responses are used to help us improve our offerings. We rely on our legitimate interests as the lawful basis for this processing, ensuring it does not override your rights or freedoms. You can opt out of survey invitations at any time.

Audience Members & Photography

We may have professional photographers and videographers on site during live performances to capture moments for marketing, reporting, social media, and archival purposes. This may include group shots, audience scenes, and general footage of the event. If you prefer not to be photographed or recorded, please make yourself known to one of our clearly identifiable photographers or event staff on the day. We will do our best to respect your wishes and exclude you from any images or footage. By attending the event, you acknowledge that photography and video recording may take place and that content may be shared publicly, including on our website, social media channels, and promotional materials.

Recruitment

As a creative artist or director the type of information we may collect or hold about you:

What Information?	What do we use it for?	How can we do this lawfully?
Your name and contact details	To process your application	We process personal data of creative artists and prospective creatives to manage our working relationship. This processing is carried out under the lawful basis of: Performance of a contract, where we have entered into a formal agreement with you or Taking steps prior to entering into a contract, such as discussing terms or reviewing proposals We only collect and use information necessary for these purposes and retain it in line with our legal and financial obligations.
Your experience and work history	To determine your suitability for an advertised role or function	We process personal data of individuals expressing interest in creative roles—such as performers, choreographers, designers, and collaborators—under the lawful basis of legitimate interests. This enables us to: • Review relevant experience, portfolios, and artistic suitability
References from previous employers or dance companies		

		• Make fair and informed decisions about potential engagement • Communicate about opportunities and next steps
Your place and DoB	To process your application in respect of right to work in the UK and supporting Visa applications	We are committed to promoting equal opportunities and may also collect diversity monitoring data (e.g. gender, ethnicity, disability status) to help us understand and improve representation across our work. This information is optional, anonymised where possible, and used solely for monitoring and reporting purposes unless we are supporting you in obtaining appropriate visas to work in the UK.
Your nationality		
Bank details	To pay you whilst engaged with Candoco	We process and retain payment information for individuals engaged on a freelance or contract basis under the lawful basis of performance of a contract. This includes bank details and relevant financial information required to: • Issue payments for services rendered • Maintain accurate financial records • Fulfil our legal and accounting obligations

As a potential member of staff the type of information we may collect or hold about you:

What Information?	What do we use it for?	How can we do this lawfully?
Your name and contact details	To process your application	We process personal data of role applicants to manage our working relationship. This processing is carried out under the lawful basis of:

		Performance of a contract, where we have entered into a formal agreement with you or Taking steps prior to entering into a contract, such as discussing terms of employment. We only collect and use information necessary for these purposes and retain it in line with our legal and financial obligations.
Your experience and work history	To determine your suitability for an advertised role or function	We process personal data of individuals expressing interest in corporate roles under the lawful basis of legitimate interests. This enables us to: • Review relevant experience and suitability • Make fair and informed decisions about potential engagement • Communicate about opportunities and next steps
References from previous employers		

If your application is successful, your details are stored within our HR environment on Google and maintained within the scope of our staff policies and procedures. Unsuccessful applications are retained for twelve months from the point of application, before being permanently deleted.

As a Volunteer (including Trustees) the type of information we may collect or hold about you:

What Information?	What do we use it for?	How can we do this lawfully?
Your name and contact details	To process your application	We process personal data of volunteer applicants to manage our relationship with you and assess your suitability for a volunteer or Trustee role. This processing is carried out under the lawful basis of Legitimate Interest for Volunteers and more specifically Performance of a contract for Trustees, who undertake a strategic and regulatory function.

Your previous experience and history in terms of Trustee applications	To determine your suitability for an advertised function	We process personal data of individuals expressing interest in volunteer roles under the lawful basis of legitimate interests. This enables us to: • Review relevant experience and suitability • Make fair and informed decisions about potential engagement • Communicate about opportunities and next steps
Health data	Where required, to make reasonable adjustment(s) to facilitate your experience with us	You do not have to share this data with us, but we consider that if you do so, it is on the grounds of explicit Consent
Equal Opportunities Information e.g. nationality, expressed religious beliefs, gender & other protected characteristics	We collect equal opportunities data from volunteers to help us monitor diversity, promote inclusion, and ensure fair access to volunteering opportunities across all communities.	The processing of equal opportunities data is carried out under the lawful basis of legitimate interests (UK GDPR Article 6(1)(f)), as it enables us to assess and improve the inclusivity of our volunteer programme. Where this data includes information relating to protected characteristics—such as ethnicity, disability, or sexual orientation—it is classified as special category data under UK GDPR. In such cases, we rely on the additional condition of substantial public interest (Article 9(2)(g)), specifically for the purpose of equality of opportunity or treatment as outlined in Schedule 1, Part 2, Paragraph 8 of the Data Protection Act 2018. This processing is carried out with appropriate safeguards, and individuals are not required to provide this data unless they choose to do so voluntarily

Business and other Contacts

We work with a number of promotional and business organisations to promote our productions, dance programmes and events. If we engage with you in this context, we collect very limited information about you, restricting this to your business contact details and the nature of your relationship with Candoco Dance company.

Who may we share your information with

We, like many organisations, work in partnership with a number of third-party suppliers – our key suppliers are:

Partner	Purpose	Location
Google	Cloud services, analytics, email, and productivity tools	Global (HQ: USA; data centres worldwide, including EU). Transfers to the US are covered by SCCs, UK IDTA, and for some services, Google is certified under the EU-US Data Privacy Framework (DPF).
Campaign Monitor (Marigold)	Email marketing and automation platform	USA (with some processing in Australia and Germany). Transfers to the US are covered by SCCs and UK IDTA. Campaign Monitor/Marigold is listed as a participant in the EU-US DPF.
Bookwhen	Online booking and event management	UK-based company, but uses cloud hosting (often AWS, which may be US-based). Transfers outside the UK/EU are covered by SCCs and UK IDTA.
Stripe	Payment processing and financial infrastructure	USA (with global subsidiaries). Stripe is self-certified under the EU-US Data Privacy Framework (DPF), and also uses SCCs and UK IDTA as fallback mechanisms for transfers from the EU/UK to the US
Charities Aid Foundation (CAF) Bank	We use CAF Bank (Charities Aid Foundation Bank) as our main banking provider.	CAF Bank is a UK-based bank and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Personal and financial data processed by CAF Bank is hosted and managed within the United Kingdom.
National Westminster Bank (Natwest)	We use Natwest Bank to make and receive payments in foreign currencies	We use National Westminster Bank plc ("NatWest") and NatWest International to make or receive payments in foreign currencies. As a regulated payment service provider under EU's PSD2 (via FCA implementation), NatWest employs strong customer authentication, fraud prevention, cross-border KYC/AML checks, and sanctions screening. NatWest acts as a data controller for payment-related personal data and complies with UK GDPR and the UK Data Protection Act 2018, supported by a robust Privacy & Client

		Confidentiality framework. All international data transfers are conducted under approved mechanisms (e.g., adequacy decisions or standard contractual clauses). Their internal audits and regulatory oversight ensure compliance with anti-money laundering, fraud, and payment services regulations.
Xero	Financial Accounting Services	Xero Limited is headquartered in New Zealand, and personal data processed by Xero may be stored in data centres located in New Zealand and other countries where Xero or its sub-processors operate. New Zealand is recognised by the UK government as providing an adequate level of data protection, meaning transfers of personal data to Xero in New Zealand are lawful under the UK GDPR. Xero also implements robust technical and organisational measures to protect your data, including encryption, access controls, and regular security assessments.
ApprovalMax	The payment software used by all staff	We use ApprovalMax to manage invoice approvals and workflows, which integrates directly with Xero. ApprovalMax processes personal data (such as names, email addresses, and approval actions) solely for the purpose of facilitating secure and compliant financial operations. Both ApprovalMax and Xero are independent data controllers for their respective services and comply with UK GDPR and the Data Protection Act 2018, implementing appropriate technical and organisational measures to protect data.
Brightpay	Payroll and Pension (including calculations of dancer fees, tax and NI payments to HMRC, pension contributions)	We use BrightPay to manage payroll and pension services. BrightPay acts as our data processor, handling personal data such as employee names, addresses, salary details, and pension contributions strictly under our instructions. BrightPay implements appropriate technical and organisational measures to comply with UK GDPR and the Data Protection Act 2018, ensuring confidentiality, integrity, and security of your data.

Outside of our contracted suppliers we will only share your information where we may be legally required to do so e.g. sharing relevant and appropriate information with HMRC for GiftAid purposes, or Trustee details with The Charity Commission.

Transferring data outside of the UK/EEA

Where we work with trusted suppliers who process personal data outside the UK, we take great care to ensure your information remains protected. We only engage providers who offer robust security measures and operate under legally binding contracts that meet the requirements of the UK General Data Protection Regulation (UK GDPR). These contracts include appropriate safeguards such as adequacy decisions, standard contractual clauses, or other lawful transfer mechanisms. We regularly review our suppliers' compliance and security practices to ensure your data is handled with the highest level of care, regardless of where it is processed.

How long do we keep your data

We retain personal data only for as long as is necessary to fulfil the purposes for which it was collected, including satisfying any legal, regulatory, or contractual obligations. Different categories of data may be retained for varying periods depending on applicable laws, such as tax, employment, or safeguarding regulations. For example, financial records may be retained for up to seven years to comply with HMRC requirements, while volunteer records may be held for shorter or longer periods depending on operational needs and legal obligations. Our retention practices are guided by the principles of data minimisation and storage limitation under UK GDPR Article 5(1)(e), and we regularly review the data we hold to ensure it remains relevant and appropriate. Where data is no longer required, it is securely deleted or anonymised in accordance with ICO guidance and our internal retention policy.

Security

We ensure that your contact information is kept safe and secure and have appropriate technical and organisational security measures in place to protect the limited amount of identifiable data that we do hold.

Where we outsource data processing, we ensure that robust and appropriate contracts are in place and of course, we excel at exacting rigorous due diligence on our suppliers.

Rights you have over your data

You have a number of rights under UK data protection law. These are listed below, along with our contact details, should you wish to make a request.

- **Informed:** You have the right to be informed about how we handle your personal data. This privacy statement is one of the ways we do this.

- Access: You have the right to ask for a copy of the personal data we hold about you and the purposes for which we are using it. 'Personal data' is any information which can directly, or indirectly, identify you.
- Rectification: You have the right to ask us to change any details that we hold which are incorrect, inaccurate or need updating.
- Erasure (known as the 'right to be forgotten'): You have the right to ask us to delete your personal details under certain circumstances. We will assess any deletion request on a case-by-case basis. If you subscribe to our email list, we can quickly fulfil your request, but in other circumstances there may be reasons why we need to keep information about you.
- Object: You have the absolute right to object to receiving direct marketing from us. You also have the right to raise an objection about how we are handling your personal information.
- Restriction: You have the right to ask us to restrict or suppress your personal information. This would mean we'd store it but not use it.
- Portability: You have the right to obtain and reuse your personal data for your own purposes across different services. Due to the nature of our organisation, we do not believe this right is likely to apply.

You also have the right to make a complaint if you believe we have not handled your information appropriately. We would prefer that you contact us in the first instance so we can discuss your concerns and put things right - under the Data Use and Access Act we have 30 days to acknowledge your concerns but aim to respond within a much shorter timeframe. The Information Commission (IC) expects that someone with a concern or complaint about our data protection practices, tries to resolve them with us before taking their concerns to the regulator. You may still take your concerns to the IC without contacting us first, but they may reject your complaint if you have not tried to resolve issues locally. You can contact the IC [here](#)

If you would like to access the rights listed above, or any other legal rights you have over your data under current legislation, please get in touch with us by emailing at: info@candoco.co.uk

Marketing

E-mail and marketing campaigns

Candoco issues periodic newsletters to individuals who have engaged with us or expressed an interest in our dance programmes or events. You may unsubscribe at any time by simply hitting the unsubscribe link in the email.

Social Media Advertising

Candoco undertakes paid advertising on social media platforms, although this is not personally targeted advertising. You may also come across us naturally in your newsfeed as we post regularly about our dance programmes and productions.

Cookies

We use cookies and similar technologies to enhance your browsing experience, analyse site traffic, and support our marketing efforts. When you accept cookies on our website you are consenting to the cookie being deployed. We consider it is our legitimate interest to understand the nature of your engagement if you accept cookies.

Website traffic analytics – We use Google Analytics to monitor and analyse our website traffic. This helps us understand how you interact with our website, measure the effectiveness of our website and improve user experience.

We also use the Facebook (META) Tracking Pixel to help us understand how visitors interact with our site and to improve the effectiveness of our fundraising and awareness campaigns. This tool allows us to measure the impact of our advertising and reach more people who may be interested in supporting our charity's work. The Pixel collects information about your visit, which may be used to show you relevant adverts on Facebook and its partner platforms. If you prefer not to be tracked in this way, you can block the Facebook Pixel by adjusting your browser settings to reject cookies, using privacy-focused browser extensions, or by opting out of Facebook's tracking through your Facebook account settings.

Our use of cookies complies with the Privacy and Electronic Communications Regulations (PECR), and we operate a robust Cookie Management Platform (CMP) - CookieYes - to ensure transparency and control. When you first visit our website, you will be presented with clear options to accept, reject, or customise your cookie preferences. You can update your choices at any time via the CMP interface. For detailed information about the types of cookies we use, their purpose, and how long they remain active, please see the detailed sections within the CMP.

Our promise to you

- We will keep your information secure and confidential.
- We do not spam you with marketing although we do send marketing emails from time to time - you are in control of how we communicate with you – you can opt in or out or change your preferences at any time through the 'unsubscribe' link at the bottom of any marketing email received.

- We will not sell your data to a third party for their own marketing purposes.
- We will not share your data with a third party save for our contracted suppliers and partner bodies in order to fulfil a dance programme delivery or production, or where we are legally required to do so.
- We know how to manage your information appropriately and in line with legal and regulatory requirements.

Author: Bev Adams-Reynolds, October 2025