



**SAFEGUARDING  
AND CHILD  
PROTECTION  
POLICY**

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## **POLICY STATEMENTS**

### ***CONTENTS/INDEX***

1. Stephaneez School of Dance Mission Statement
2. Code of good practice
3. Child Protection
4. Health and Safety
5. Code of Conduct
6. Staff and Volunteers.
7. Data Protection/Data Use and Access Act 2025
8. Stephaneez School of Dance components of our Complaints Policy:

## **Glossary of terms used in this document**

**“Parents” – a generic term used to represent parents, adoptive parents, step-parents, legal carers, guardians and those with parental responsibility.**

**“Young People/Persons” – people under the age of eighteen years, adults with disabilities and vulnerable adults.**

**SSOD – Stephaneez School of Dance.**

**NATD – National Association of Teachers of Dancing. DSL-Annette Hufton**

**CP- Child Protection.**

**CPO – Child Protection Officer. Person in Charge – School Principal, Promoter, Proprietor, and Person named as responsible in any building(s) where Dance takes place**

**LA – Local Authority.**

**NSPCC – National Society for the Prevention of Cruelty to Children.**

**GDPR – General Data Protection Regulations**

**Data Use and Access Act 2025**

## 1. Stephaneez School of Dance Statement

Stephaneez School of Dance are a very relaxed, successful and affordable dance school. Our aim has always been to give the children and adults an opportunity to build their skills, confidence and to make new friends in a fun and enjoyable environment.

We aim to provide a happy and safe environment in which students can learn performance skills and get the chance to use them without pressure.

We believe everyone has a responsibility to promote the welfare of all children and young people, to keep them safe and to practice in a way that protects them.

We offer a platform in which students can develop social, physical, self-confidence and communicative skills allowing them to achieve and grow in all areas of life.

We value diversity and are committed to fostering an inclusive environment where all employees feel valued and respected. Harassment, discrimination, or any form of bullying will not be tolerated. We will give equal priority to keeping all children and young people safe regardless of their age, disability, gender reassignment, race religion or belief, sex or sexual orientation.

We welcome everyone equally and feel all have something to offer and share with us.

## 2. Code of Good Practice

This code of good practice is the policy of where Stephaneez School of Dance is to safe guard the welfare of all members and their pupils by protecting them from physical, sexual and emotional harm, thereby helping to ensure compliance with current child protection legislation.

All current members of Stephaneez School of Dance are responsible to check: Ventilation/Temperature/Lighting/Condition of floor and seating/Fire exits/Visibility of fire extinguishers/blankets/Sanitary and hygiene facilities/Condition of all equipment/Positioning of electrical leads/Attendance register/Accident book/First aid kit every time you start a class or examination session. Although all staff members of Stephaneez School of Dance are responsible to check this list at the start of every class and examination, the responsibility for the building maintenance of safety appliances such as fire extinguishers, electrical safety, maintenance of Hall/ toilet and kitchen areas, maintenance of heating system and general cleaning of the facilities, Wickham Park Sports Club/ Keston Village Halls/ Wickham Common Primary School/ Harris Academy Green and Pickhurst Junior Academy lies solely with their own venues.(see Health and Safety)

### Promoting good practice with young people

Stephaneez School of Dance code of behaviour under the advice of the National Association of Teachers of Dancing:

- DO treat all young people equally, with respect and dignity.

- DO provide an example you wish others to follow.
- DO respect a young person's right to personal privacy.
- DO avoid situations that compromise your relationship with young people. Never reduce young people/children to tears.
- DO remember that someone else might misinterpret your actions however well intentioned.
- DO tell young people, before any movement with touching positions, exactly what the intention is and ensure they agree and do not show discomfort, then after any demonstration (tactile) release hold immediately.
- DO always maintain a safe and appropriate physical and psychological distance from young people.
- DO provide access for young people to talk about any concerns they may have. Consult young persons, allowing them to a share in the decision – making process.
- DO recognise that caution is required when dealing with sensitive issues such as bullying or abuse.
- DO record any accident/injury/unusual incident and any treatment given in an appropriate register.
- DO NOT permit any abuse peer behaviour (e.g. ridiculing, bullying). Be alert to any whispered comments and take sensible and appropriate action where necessary.
- DO NOT allow young people to use inappropriate language unchallenged.
- DO NOT have any inappropriate physical or verbal contact with others.
- DO NOT jump to conclusions about others without checking facts.
- DO NOT show favouritism to any individual.
- DO NOT make suggestive remarks or gestures, even in fun.
- DO NOT allow yourself to be drawn into inappropriate attention seeking behaviour such as tantrums or crushes.
- DO NOT let suspicion, disclosure or allegation of abuse go unrecorded or unreported.
- DO NOT permit smoking in any dance area.
- DO NOT teach beyond the mental and physical capabilities of any pupil.
- DO NOT ignore this guidance-following the advice of the NATD/SSOD/NSPCC code will safeguard both you and the young person.

**Promoting professional good practice.**

- Respect another teachers' business. Do not directly contact individuals with a view to "poaching" students.
- Do not use choreography created by another teacher without their permission.
- Avoid establishing a dance school close to an existing NATD school.
- Any business promotion should not be derogatory about another teacher/school. This could be illegal.

### **3. Child Protection**

#### **Stephaneez School of Dance in conjunction with the current NATD code of practice.**

Stephaneez School of Dance aims to provide a happy and safe environment, always putting young people's/children's welfare first, where young people/children can learn to dance.

Stephaneez School of Dance believes young people/children have the right to be safe and secure and free from threat, regardless of gender, racial origin, religious beliefs, disability, sexual identity, culture and age.

Stephaneez School of Dance will act with integrity, treating all young people/children with respect and dignity, listening to their concerns and acting upon them where necessary.

Stephaneez School of Dance Code of Conduct commitment to Students and Parents will ensure that students will receive professionalism at all times and teachers will operate at their limitations and qualifications, experiences and expertise tuition.

Where possible, young people should have separate changing facilities from adults. These should be gender- based and the young person's should be supervised by their parents/guardians. If chaperones are used, it is preferable that they are police checked. If it is not possible for young people to have separate changing facilities from adults, the facilities should be gender-based and the young person's should be supervised by their parents/carers. If the gender of a parent prevents him/her entering, he/she should take up a position near to the door of the changing room. Appropriate facilities following safe practice. A professional/employee must be accompanied by another suitable DBS checked responsible adult.

Stephaneez School of Dance will adhere to the following Rules and Guidelines with regards to Photography and Filming:

1. Images of young people/children posted on [www.stephaneezschoolofdance.co.uk](http://www.stephaneezschoolofdance.co.uk) will be of only children that Stephanie has had parental permission for.
2. To reduce the risk of inappropriate use of images only images deemed suitable will be used.
3. Anyone with any complaints about images posted on the website can speak to Stephaneez School of Dance and the images will be removed immediately.
4. Anyone concerned about inappropriate use of images can report the matter to the Stephaneez School of Dance and procedures will be followed to report the matter to the appropriate authority where necessary.
5. The Expectations for parents or spectators who wish to take photographs or film at an event are to avoid inappropriate or intrusive photography. Any young person/child or parent who has concerns regarding inappropriate or intrusive photography must report their concerns to Stephaneez School of Dance who will act in the same manner as they would with any other child protection concern.

Any person teaching for Stephaneez School of Dance will be in receipt of a DBS (Enhanced Criminal Record Certificate within the meaning of sections 113B and 116 of the Police Act 1997), formerly Criminal Records Bureau (CRB) registered person/body: Due Diligence Checking LTD paid/voluntary.

Stephaneez School of Dance has procedures in place to help any young people/children who appears to be at risk or appears to be the victim of abuse. We will provide help and support if any child tells us they are affected by these issues. We will record, in detail, any accident/injury/unusual incident and any treatment in an appropriate register. Never allow any allegations to go unrecorded and not acted upon. (SSOD/NATD recognises that abuse of young people, in any form, should not be tolerated and will act if any abuse is detected and communicated to the appropriate CP Officer). It is not the concern of anyone working under the auspices of dance in a paid or voluntary capacity, or of those working in affiliated organisations, to decide whether or not child abuse is taking place or has taken place. However, there is a responsibility to protect children in order that appropriate agencies can then make enquiries and take any necessary action to protect young people.

Stephaneez School of Dance principal Stephanie Bradbury is specifically responsible for young people/children and child protection and can be contacted on 07950364299.

Stephaneez School of Dance has a child protection policy as we are taking the initiative in making our organisation as safe as possible for young people/children. In writing the policy we used NATD an NSPCC guide for organisations to safeguard young people/children and the procedures we will follow are as laid down within these guidelines.

If it is deemed necessary to contact authorities we will seek advice and guidance from the "NATD/LA/NSPCC" details on how to refer young people/children and where to get guidance.

Stephaneez School of Dance request written parental permission if teachers/officers/officials etc. are required to transport young people in their cars.

#### **4. Health and Safety**

Stephaneez School of Dance in conjunction with Wickham Parks Sports Club/ Keston Village Halls/ Wickham Common School /Harris Academy Green/Pickhurst Junior Academy are committed to the Health and Safety for everyone involved in the school.

Wickham Parks Sports Club/ Keston Village Halls/ Wickham Common School/ Harris Academy Green /Pickhurst Junior Academy are responsible for the buildings maintenance, maintenance of safety appliances such as fire extinguishers, electrical safety, maintenance of toilet and kitchen areas, maintenance of heating systems and general cleaning of the facilities.

Whilst the above responsibilities for risk assessments lie with Wickham Parks Sports Club/ Keston Village Halls/Wickham Common School/ Harris Academy Green/ Pickhurst Junior Academy anyone who has concerns about the safety of the building, or is aware of risk is to report it to the Stephaneez School of Dance Principal who will then inform the relevant authority at Wickham Parks Sports Club/ Keston Village Halls/ Wickham Common School/ Harris Academy Green/ Pickhurst Junior Academy.

Stephaneez School of Dance electrical equipment will undergo Portable Appliance Testing (PAT) to conform to its responsibility for electrical safety under the Electricity at Work Regulations 1989 (EAWR).

Fire procedures are prominently displayed within the buildings and all Stephaneez School of Dance teachers are aware of what action to take in the event of a fire. Regular fire drills will be implemented and recorded in the relevant register.

In the case of an accident causing injury, first aid boxes with basic supplies are available. For more serious injuries, dependant on the extent of injury; professional medical assistance will be requested either by calling the emergency services or assisting the injured party to the medical centres/hospitals. If the injured individual needs to be taken to a place where they can receive treatment, written parental consent of private (not services) transportation is usually required, so in the unlikely event of your child/children/student having to be taken into hospital after an accident/incident every effort will be made to contact you in order that the normal parental/next of kin consent may be given for transportation in a private vehicle and parental/next of kin consent for treatment. In the case of our being unable to contact the parent(s)/ next of kin, the parent(s)/next of kin must complete the registration form to give consent for Stephanie Bradbury, principal of Stephaneez School of Dance to give consent for any private transportation and medical treatment given to the child/children/student where necessary.

In the case of minor injuries at the end of class, when professional medical assistance is required the parent(s)/carers will be informed immediately and the parent(s)/carers are then responsible for any further decisions/actions taken.

All accidents will be recorded and logged using the accident book.

Stephaneez School of Dance will only allow performances to take place where Risk Assessments have been carried out on the venues by the landlords and the facilities are deemed suitable to engage in performance.

Stephaneez School of Dance will only use qualified personnel and engage in safe practice.

Employees must comply with all health and safety regulations and report any hazards or unsafe conditions. A commitment to maintaining a safe and healthy work environment is the responsibility of every employee.

The Principal of Stephaneez School of Dance, Stephanie Bradbury has Public Liability Insurance.

## 5. Code of Conduct

Stephaneez School of Dance commitment to students and parents / students and parents commitment to Stephaneez School of Dance.

As with all businesses, there is a code of conduct. The essence of which consists of politeness and respect for all individuals. Stephaneez School of Dance will act all matters with the upmost integrity, excellence, innovation, teamwork, showing consideration and respect to all students and parents.

This Code applies to all employees of Stephaneez school of Dance, regardless of their position or location. Contractors and temporary staff are also expected to adhere to this Code while working for or on behalf of the company.

Students and parents are requested to treat others as they would expect to be treated themselves and negative comments of any nature are not welcomed. Stephaneez School of Dance have always and will continue to practice a positive, happy and healthy environment and we request that all students/members and families invest in that unquestionably. Any rudeness or disrespect shown to either Stephanie or any member of SSOD by adult or child will not be tolerated. Unfortunately this could bring about the dismissal of a student.

### *Professionalism:*

Stephaneez School of Dance will ensure that safety is always paramount and that all members of SSOD team are shown to be professional and respectful at all times. Discretion and honesty will be practiced throughout. Teachers will operate at their limitations and qualifications, experiences and expertise, punctuation, reliability, delivering up to a standard that meets all the capable needs of all students. Employees must act with integrity and uphold the highest ethical standards in all professional interactions. This includes avoiding conflicts of interest and acting in the best interests of the company. Choreography will be planned to an appropriate level to facilitate the needs of the students and requirements/syllabus of the NATD examination boards. All students will be taught in an encouraging and positive manner to enable the individual student to reach and develop their full potential to the highest possible standard. SSOD will give advice and guidance to the best of our knowledge to allow the student to maximise their opportunity for those who wish to follow a career in the arts industry.

### *Entrance / Enrolment / Payment Method/ No Refund Policy and Late Payments:*

Stephaneez School of Dance is a community school and as such there are no barriers on entry however ages from two years and six months upwards are required.

There is no registration fee, although all students will be required to pay for their first class at the present rate at the start of class. The parent/carer will then be required to inform SSOD if they wish to enrol and secure a placement for the student from their second week of attendance .From the student's second class of attendance the rest of the term would then be chargeable at the full amount. The student would also be provided with a registration form on which must be filled out and returned and

checked by SSOD by the students second week. All payments for fees due to existing students will be presented to the parents/students on the first week back after every half term holiday. The students/parents will receive half a term notice to complete payment for the commencing term. There is a "No Refund Policy" in place, therefore once the student/parent/carer has committed to enrolling, no monies will be returned to the student/parent/carer. There will be informative information issued which will include a "last payment date", if the payment is made after this payment date stated on the invoice then an admin charge of £5 will be added to the total amount due. If this is not paid with immediate effect it could lead to the dismissal of a student. If the student at any point wishes to no longer be a member of SSOD, the parent must give a terms written notice or the parent will be liable for a full terms payment. This is SSOD payment in advance policy. Payments can be made by cash or bank transfer. If further advice is required please contact the principal Stephanie Bradbury direct.

#### Incllement Weather:

In the event of any classes having to be cancelled at Stephaneez School of dance and at any after school clubs held at Wickham Common Academy/ Pickhurst Infants and Pickhurst Juniors Academy/ Harris Academy Green, all information will be posted on the Homepage Latest News column on the day of the classes held. Every effort will be made to inform the parents/carers as soon as it is possible on the website but it is up to the parent/carer to check for this information themselves. No refund will be offered for cancellation of classes due to weather conditions.

#### *Safety:*

In the interest of serving the wellbeing of the child/children, Stephaneez School of Dance have a Child Protection and Health and Safety Policy in place. All parents are asked to fill out a registration form at the start of the student's enrolment week. This requires the parent to disclose any medical information, allergies or injuries that students may have prior or at the time of enrolment to SSOD. Any amendments are the parent's responsibility to keep up to date. Parents/students are also asked to recognise that as with any dance/physical activity there can be a risk of injury and therefore release Stephaneez School of Dance and its teachers from any liability.

Parents are asked to recognise that in the interest of the child/children's safety, we ask that there is minimal disturbance and interruption to a class. Therefore we ask the parent to make sure the child/children are dropped off and collected at the correct times, if for any unforeseen circumstance a parent will be late on collection, the child/children will not be left alone. Also we politely ask that no parent is permitted into the dance teaching area (hall/school/dance hall) at any times or invites themselves in to watch their child/children. We appreciate that parents may have concerns of their child/children to be unsettled or even wish to monitor their progress; however the presence of an adult within the dance area usually has a deliberating effect and can cause the students to feel self conscious and can lead onto general distraction. The members of Stephaneez School of Dance will make every effort to make the student feel at ease in the class environment and if we feel at anytime the student is distressed, we would notify the parent immediately. Stephaneez School of Dance hold regular events where the parent will have the opportunity to view their child/children's progress.

### *Photography and filming:*

Photography and filming by parents or students during class is strictly prohibited. During events Stephaneez School of Dance may employ a photographer to take still images or video footage; these images may be used to advertise Stephaneez School of Dance in different forms of marketing including appearing on the SSOD website [www.stephaneezschoolofdance.co.uk](http://www.stephaneezschoolofdance.co.uk). When registering to become a member of SSOD a parental consent form (Registration Form) for use of images and video footage of children/young person's/adults/students will be required to be signed and dated. Parents and spectators at events wishing to photograph or film the event are to be aware of the expectations which are explained in The Child Protection Policy.

Company technology and social media will be used responsibly and in accordance with company policies. Confidential information must not be shared online or through social media platforms.

### *Commitment:*

Whilst it is appreciated that absence is sometimes unavoidable, students and parents are asked to make every effort to attend class/classes and if it is really unavoidable to be absent then a courtesy call should be made by the parent. Sporadic attendance may result in wasting teaching time but more importantly could result in that student being effected in self confidence through not necessarily being able to catch up the missed works learnt.

### *Attire:*

Uniform is not compulsory however students should arrive in suitable attire for dance, for example: tracksuits, t-shirts, dance leggings and some form of suitable footwear. Even though uniform is not compulsory, we do however request if the student is choosing to perform in any of the Summer shows we are invited to display at that they will be required to wear a Stephaneez School of Dance t-shirt which will be available for purchase from SSOD.

Employees are expected to dress in a manner that is appropriate for their role and the work environment.

Stephaneez School of Dance take pride in presentation and feel that the students are ambassadors for SSOD and are requested to act in a manner befitting.

## **6. Staff and Volunteers.**

All reasonable steps will be taken to ensure unsuitable people are prevented from working with Young People. Stephaneez School of Dance procedures when employing staff follow the guidance of the NATD/NSPCC. These procedures are adopted whether staffs are paid, unpaid, full or part-time. All applicants' consent to criminal record checks being undertaken if necessary. The minimum age of someone applying for a DBS check is now 16 years. All applicants' consent to abide by SSOD/NATD's Child Protection Policy

*Incidents:*

If an incident occurs the manager will

- Treat the report seriously and respond promptly.
- Record details of the incident and support the staff involved.
- Listen to any staff suggestions to improve management of abuse prevention.
- Respond to and if possible resolve incidents before escalation where possible.

Staff and Volunteers include anyone working with children in a paid or voluntary capacity. Child abuse can and does occur outside the family setting. Although it is a sensitive and difficult issue, child abuse can occur within other settings (e.g. sport or other social activities). SSOD policy states that those involved in dance are aware of this possibility and that all allegations are taken seriously and appropriate action taken.

Any workplace conflict should be resolved in a professional and respectful manner. Employees are encouraged to seek the assistance of their supervisor or HR if needed.

Employees are encouraged to report any unethical behaviour or violations of this Code. Stephaneez School of Dance is committed to protecting the anonymity and safety of those who report misconduct. By adhering to this Code, employees contribute to the success and reputation of Stephaneez School of Dance. Failure to comply with this Code may result in disciplinary action, up to and including termination of employment.

**Contact: Stephanie Bradbury NATD**

**Tel/Mobile: 07950364299**

**Email:steppamie@gmail.com**

Web: [www.stephaneezschoolofdance.co.uk](http://www.stephaneezschoolofdance.co.uk)

Bromley Multi-Agency Safeguarding Hub Team-

Telephone: 020 8461 7373 or 020 8461 7379 or 020  
8461 7026 or the NSPCC helpline number: 0808 800  
5000

Lone Trader-Please contact above details should you  
require further Safe Guarding and Child Protection  
information.

# ***GENERAL DATA PROTECTION POLICY/ Data Use and Access Act 2025.***

***2026-2027- ROLLING UPDATED***

## ***Privacy Policy***

Our Privacy Policy is shown below and reflects the requirements of the UK Data Protection Act (1998) and in accordance with GDPR 2018/ Data Use and Access Act 2025.

## ***Privacy Statement and Personal Information collected***

By agreeing to this Privacy Policy and completion of our contact form/registration and consent form, you consent to us processing your data and you warrant that all data provided by you is to be accurate.

You will be asked to provide your full name/child/s full name, address/postcode, child/s date of birth, telephone number/s and optional email. When you complete the contact /registration and consent forms, you are giving Stephaneez School of Dance permission to contact you where applicable by email and / or telephone about their services or where necessary.

We will only collect and store the personal information that you have provided.

We will store your personal data for the length of time that the UK law requires. We store all paper copies of your child/children/adult members and staff member's records in a securely locked steel box and remain with solely with the principal. We take every precaution to protect your information. These records are private and confidential and will be shredded after the retention period.

I also retain weekly attendance registers, registration forms, emails, texts and pictures if given permission, using the legal basis of 'vital interests' to provide additional evidence in compliance with the GDPR 2018/ Data Use

and Access Act 2025. These records are private and confidential and will be shredded after the retention period.

Stephaneez School of dance stores personal data held visually in photographs or video clips, unless permission was not given on the registration form. No names are stored with images on advertising flyers or our website.

We do not share any information with any third parties, unless clearly stated as referred to the NATD (National Association of Teachers of Dancing) for administrative purposes to enable them to provide you with the products or services that you have selected.

Stephaneez School of dance does NOT sell your data, and neither do we buy data from third parties.

## ***Data Protection and Access rights***

You have the right to access the personal data that is held about you by Stephaneez School of Dance and request that the information be added to, modified or deleted. You have the right to ask Stephaneez School of Dance to stop communicating with you or alter the frequency and manner in which communications are made. You can contact Stephaneez School of Dance direct.

## ***GDPR/ Data Use and Access Act 2025 includes seven rights for individuals***

The GDPR includes the following rights for individuals:

- 1) The right to be informed;
- 2) The right of access;
- 3) The right to erasure;
- 4) The right to restrict processing;
- 5) The right to data portability;
- 6) The right to object; and

**7) The right not to be subject to automated decision-making including profiling.**

**1. The right to be informed**

**Stephaneez School of Dance is required to collect and manage certain data. We need to know parents' names, addresses, telephone numbers, email addresses. We need to know children's full names, addresses and date of birth. Stephaneez School of Dance staff are voluntary and self-employed and, in order to deliver a safe and professional service we require staffs' names, emails, phone numbers, DBS numbers, public insurance policy number and account details (for payment of wages).**

**2. The right of access:**

**At any point an individual can make a request relating to their data and Stephaneez School of Dance will need to provide a response (within one month). Stephaneez School of Dance can refuse a request, if we have a lawful obligation to retain data but we will inform the individual of the reasons for the rejection. The individual will have the right to complain to the ICO if they are not happy with the decision.**

**3. The right to erasure:**

**You have the right to request the deletion of your data where there is no compelling reason for its continued use. Stephaneez School of Dance will delete parent and child's contact details upon membership termination. Following legal requirements, children's accident and injury records will be kept for 19 years (or until the child reaches 21 years), and 22 years (or until the child reaches 24 years) for Child Protection records. This data is archived securely and shredded after the legal retention period.**

**4. The right to restrict processing**

**Parents, visitors and staff can object to Stephaneez School of Dance processing their data. This means that records can be stored but must not be used in any way, for example, reports or for communications.**

## **5. The right to data portability:**

Stephaneez School of Dance requires data to be transferred from our hard copy system to other IT systems; such as to the Local Authority and Dance Associations for examinations. The Stephaneez School of Dance recipients have their own policies and procedures in place in relation to GDPR/ Data Use and Access Act 2025.

## **6. The right to object:**

Parents, visitors and staff can object to their data being used for certain activities like marketing or research.

**7. The right not to be subject to automated decision-making including profiling** Automated decisions and profiling are used for marketing-based organisations. Stephaneez School of Dance does not use personal data for such purposes.

## ***Other websites***

Our websites may contain links to other websites which are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you which will be used by them in accordance with their privacy policy, which may differ from ours.

## ***17 Policies GDPR: Retention***

The General Data Protection Regulation (GDPR) is an EU law/ Data Use and Access Act 2025. It requires me, Stephanie Bradbury, to share information with parents and carers about data retention after your child/children/adults have left Stephaneez School of Dance.

Data I retain about you and your child/children is stored in paper format and digitally on my computer and mobile phone and it falls into three main categories:

- Safeguarding and welfare data linked for the purpose of administration in connection with dance classes.
- Data retained for financial transactions.
- Data and examination paperwork to the NATD.

## ***Data relating to the Safeguarding and Welfare***

To comply with the Limitation Act 1980, I keep Accident, Injury and First Aid Records and Medication Administration Records using the legal basis of 'legal obligation' for 19 years (or until your child/children are 21 years and 3 months old) and insurance requirements.

I also retain weekly attendance registers, registration forms, emails, texts and pictures if given permission, using the legal basis of 'vital interests' to provide additional evidence in compliance with the GDPR 2018. There may be special circumstances in which I need to seek legal advice (for instance, a serious complaint, issues of child protection). In such cases it is recommended that records are retained until the child reaches 25 years of age.

We take every precaution to protect your information. All personal information stored online and in hard copy is sufficiently protected and secure. When documents including personal data are no longer needed they are destroyed.

Information is kept in paper format and after the required retention period, the documents will be shredded.

## ***Data retained for financial transactions***

I keep invoices/fee form which have your name and/or your child/children name/s on them in a paper format. I keep documentation including your name and payment record for HMRC using the legal basis of 'legal

obligation'. I keep this information both on my computer and in paper format and am required to retain this information by HMRC for 6 years.

### ***Data and examination paperwork to the NATD.***

I keep documentation including your child's name your names, address, and email addresses, phone numbers, dates of birth. This data must be made available for audit purposes, after which time it will be destroyed.

### ***NATD will keep your information for.***

The information the NATD hold about their members and customers is for as long as it is necessary to deliver the services they are providing you with.

### ***Reasonable adjustments/Special considerations.***

Personal information supplied for Reasonable Adjustments of an examination, will be evaluated by the NATD head office and the outcome shared with their appointed examiner. This information will then be destroyed. For more details see Customer Services Handbook on the NATD website.

### ***Personal data***

I have been advised by the Information Commissioners Office that it is reasonable to keep a record of your mobile phone number on my mobile phone, and your email address on my computer for up to one financial year after your child leaves the setting.

### ***Closure***

If I close the setting or on my retirement, I will keep documentation for as long as legally required by the purpose for which it was collected. I will keep it as securely as possible during the retention period.

## ***Your right to erasure***

**You have the right to ask for information held about you and your child to be withdrawn. This is called the ‘right to erasure’ in GDPR. However, if I need to keep information because it is legally required then exceptions to the ‘right to erasure’ apply. I will make a decision about each erasure request individually – please speak to me for more information.**

## ***Document deletion***

**Information and files held in paper format in relation to children and their families are deleted when no longer required by the relevant statutory framework, NATD or my insurance company.**

**Files held in paper format are either handed to parents/carers when no longer required or shredded.**

**For more information please see [General Data Protection Regulations policy](#) and [Privacy Notice policy/ Data Use and Access Act 2025](#)**

## ***Stephaneez School of Dance components of our complaints policy:***

SSOD upholds the principle of the right to complain and aims to deal with all properly lodged complaints in an impartial and transparent manner. It is the policy of SSOD to act fairly and without bias or prejudice in all its dealings and to ensure a positive working relationship with SSOD teachers, learners, and staff. Any person with a concern or choosing to lodge a complaint will not be disadvantaged by so doing.

**The difference between a concern and a complaint:**

**A concern maybe defined as ‘an expression of worry or doubt over an issue considered to be important for which reassurances are sought’**

**A complaint may be defined as ‘an expression of dissatisfaction however made about actions taken or lack of action’**

**It is in everyone’s interest that concerns and complaints are resolved at the earliest possible stage, sometimes as part of day to day discussions /conversations. Many issues can be resolved informally without the need to use the formal stages of the complaints procedure. SSOD takes concerns seriously and will make every effort to resolve the matter as quickly as possible. The ideal situation is that no concerns need to be raised via the complaints procedure.**

### **Informal/Formal level of complaints and the stages:**

- **Informal resolution ‘concern’:** Raise concerns directly with the teacher or staff member first. If the matter is resolved here, no further action is needed.
- **Formal complaint ‘complaint’:** If the informal stage doesn't work, submit a formal written complaint to [steppamie@gmail.com](mailto:steppamie@gmail.com)
- **This typically includes:**
  - **A specific, factual explanation of the incident.**
  - **Details of any previous action taken.**
  - **Supporting documents or evidence.**

- **The complainant's full name and contact details (anonymous complaints are often not considered).**
- **Time limits: There is a time limit for submitting a complaint, within thirty days of the incident, though exceptions may be made if the complainant was unaware of the issue.**
- **Acknowledgment: SSOD will acknowledge receipt of the complaint, within seven working days.**
- **Investigation: Stephanie Bradbury, will investigate the complaint. SSOD will aim to complete this stage within a set timeframe, of four weeks.**
- **Response: The complainant will receive a formal response based on the investigation. If SSOD cannot meet the timeline, the complainant will be informed and provide a revised one.**
- **Appeal process: If the complainant is dissatisfied with the initial decision, they can often appeal to a higher authority, such as NATD [info@natd.org.uk](mailto:info@natd.org.uk) this second stage also has its own investigation and response times.**
- **Confidentiality: Policies should ensure complaints are handled with respect and sensitivity, keeping matters confidential on a need-to-know basis.**
- **Non-retaliation: It is crucial that no complainant is disadvantaged for raising a concern.**

## **What is excluded from Stephaneez School of Dance complaints procedure/policy?**

- **Disputes that are solely about a dance school's business management, such as fees, refund policies, or cancellation policies.**
- **Contractual disputes.**
- **Whether a student is ready for an examination.**
- **Allegations of student poaching.**
- **Commercial matters, including proximity to other schools.**
- **SSOD purchases or any franchise agreement.**

- **SSOD will not normally intervene where the complaint against a Member is one that: has been reported to the local authority, other agencies or regulators for investigation, has been reported to the police authorities for investigation, is subject to ongoing legal proceedings, or criminal proceedings are already underway. Where a Complainant institutes legal proceedings against a Member, SSOD will wait until those proceedings have drawn to a conclusion. Once the outcome of those legal proceedings is known SSOD will take the outcome of these proceedings into account. In some severe cases SSOD may temporarily suspend the member pending the outcome of legal proceedings.**

**The SSOD is unable to accept complaints about individuals teaching NATD syllabi who are not members of the NATD or complaints about non-member employees of schools which also employ an NATD Member.**

### **Complaints received outside of term time:**

**We will consider complaints made outside of the dancing term time to have been received on the SSOD first day after the holiday period.**

### **Withdrawal of a complaint:**

**If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.**

### **Information received:**

**Information received will only be used for purposes of reviewing the complaint. Processing and storage of the information will comply with the requirements of the General Data Protection Regulations (GDPR), the Data Protection Act 1998 and Data Use and Access Act 2025.**

### **Unreasonable Complaints/Managing serial and consistent/ Vexatious Complaints Policy:**

**This policy explains what SSOD considers unacceptable behaviour when someone makes or follows up on a complaint. We want to support people**

**who contact us, especially if they are distressed, but we also need to make sure our staff can work safely and effectively.**

**This policy applies to anyone who raises a complaint with SSOD or communicates with our staff about a complaint.**

**We aim to treat everyone fairly and with respect. Most people who contact us do so reasonably, but sometimes the behaviour or the way a complaint is pursued can become disruptive or inappropriate.**

**In these situations, SSOD may choose not to continue dealing with the complaint.**

**A complaint may be considered vexatious or disproportionate because of its content or how the person behaves while pursuing it. Unacceptable behaviour includes, but is not limited to:**

- **Continuing to pursue a complaint in a way that is vexatious or out of proportion**
- **Behaving in a way that, because of its frequency or nature, makes it harder for us to deal with complaints properly**
- **Using abusive, offensive, aggressive, racist, or foul language in conversations or written communication**
- **Harassing, verbally abusing, or trying to intimidate staff**
- **Sending excessive, repetitive, or unnecessarily prolonged communications**
- **Arriving at SSOD places of work/settings without an appointment and insisting on speaking to staff**
- **Ignoring or refusing to follow SSOD's procedures after being asked to do so**
- **Making repeated or unreasonable demands of staff or the complaints process**

### **What SSOD May Do**

**When someone behaves in an unacceptable way, SSOD may take steps to protect staff and ensure the complaints process can continue to run smoothly. This may include:**

- **Limiting how and when the person can contact us (for example, email only or through a designated staff member)**
- **Deciding not to continue looking into the complaint**

**If a Complainant does not reply to requests for information or other correspondence from the Principal of SSOD within 15 working days, SSOD may close or reject the complaint.**

### **Agreement**

**By using SSOD's complaints process, Complainants accept this policy and understand that not following it may result in communication restrictions or the complaint being closed.**