

BALLROOM DANCE STUDIES

PRIVACY POLICY

AND

OPERATIONAL POLICY

INTERPRETATION

In these policies, unless otherwise specified,

“Personal Information” has the meaning given to it in the Privacy Policy

“Privacy Policy” means this privacy policy published and updated from time to time by Ballroom Dance Studies.

“Service”/ “Services” / “service”/ “services” means the service / services we provide to a client for dance education, training and qualifications, and may include dance classes, training sessions, tutorials, arrangement of dance tests and examinations, and consultation, whether in physical setting or through the internet.

“We” / “Us”/ “we” / “us” means Ballroom Dance Studies.

“You” / “you” means the client using our services.

PRIVACY POLICY

Your privacy is important to us. For delivering and improving our services, we need to gather certain personal information from you (“Personal Information”). Such information may include without limitation your name, email address, age (as being child, minor or adult) and emergency contact number. By using our services, you agree to the collection and use of the Personal Information in accordance with this Privacy Policy.

We collect, use and retain Personal Information for the purposes that a reasonable person would consider appropriate in light of the circumstances, with reasonable efforts and in accordance with industry standards and applicable laws.

We may employ or liaise with third party organisations and individuals, including without limitation dance teachers, examiners and dance award bodies, to provide our services, to provide our services on our behalf, or to perform services related to our services. These third parties have access to your Personal Information only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

We make all reasonable efforts to ensure that Personal Information we possess is stored safely and is accessed only by authorised personnel within our organisation. We do not sell Personal Information to other organisations. Once such information is no longer needed, we will destroy it or make it anonymous.

We treat Personal Information seriously. Having said that, no means of transmission over the internet, or means of electronic storage, is 100% secure. While we strive to protect Personal Information, we cannot guarantee its absolute security. We therefore make no warranties as to the level of security afforded to Personal Information.

Our website may contain links to other sites that are not operated by us. If you click on a third party link, you will be directed to that third party’s site. We strongly advise you to review the privacy policy of every site you visit. We have no control over, and assume no responsibility for the contents, privacy policies or practices of any third party sites or services.

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our website. You are advised to review this Privacy Policy periodically for any changes. Changes to the Privacy Policy are effective when they are posted on our website. If we make any material changes to this Privacy Policy, we will notify you either through the email address you have provided us, or by placing a prominent notice on our website.

This Privacy Policy shall be governed and construed solely in accordance with the laws of Canada.

OPERATIONAL POLICY

REGISTRATION, CANCELLATION AND REFUND

No registration for our services shall be deemed completed until you have received our written confirmation. By registering with our services, you agree with all the terms in the Privacy Policy and this Operational Policy, and any other specific terms that may be set out for certain services.

Once registration is completed, any payment paid is not refundable except when we have to cancel the services. In other situations, we consider them case by case and reserve the sole right to make a decision.

In case a service is to be cancelled, we will notify you at least 14 days before the service commencement date. A full refund will be made within 14 days after such notification.

Refund for partially cancelled services will be made on a pro rata basis.

The amount of refund will be based on that we charge for our services. Any charges, such as that incurred by banks or electronic payment platforms you may have employed for the payment, will be excluded from the refund.

COPYRIGHT

Except with our written permission, you must not use or share any of our copyright materials, including choreography and study notes, for purposes other than the studies you pursue with us.

BEHAVIOUR

We welcome clients of all abilities, ethnicity, sexual orientation and ages. Our objective is to provide dance education in a setting that is professional, enjoyable and free of discrimination in any form.

Bullying and discrimination is not tolerated. We will deny or discontinue our

services to a client if the client despite our advice fails to rectify his / her bullying and discriminative acts.

We treat our clients with respect, and expect our clients to reciprocate.

We require discipline to be observed in dance lessons, which helps you stay focused, learn efficiently, and prevent injuries. Gum chewing, smoking and vaping are not allowed in classes.

When using social media you are expected to act appropriately and sensibly, with reasonable etiquette. You must ensure that information posted or shared is factual and accurate. Under no circumstances should the social media contents interrupt others' learning, or cause damage to us or others.

ATTENDANCE

Class attendees are expected to get themselves ready for start of class at the time specified. For certain programs leading to examinations, a minimum attendance may be prescribed.

EXAMINATIONS

For training leading to examinations and qualifications, while we have maintained an impressively high success rate, primarily through auditioning and professional coaching, we have no guarantee of success of an individual candidate. For candidates' sake, we do not enter candidates whom in our opinion do not have a reasonable chance of passing an examination.

We provide training and arrange examinations for awards and qualifications awarded by leading dance award body of notable standing in the dance world. Such awards and qualifications testify to the competence, professionalism and recognition of the holders. Having said that, same as all qualifications, it is up to the individuals / institutions concerned to accept them for particular purposes.

BAD WEATHER

In the event of bad weather, we will do everything possible to ensure that lessons are not disrupted. If lessons do have to be cancelled, we will provide make up lessons.

SAFETY

You are responsible for maintaining your health that enables you attend a lesson safely. You should let us know immediately if you do not feel comfortable.

You are encouraged to bring water to keep yourself hydrated.

You are responsible for the security of any property you bring in to the lesson.

INJURY

Dancing is an activity where injuries can occur.

Injuries must be reported to the teacher. Depending on the severity of the injury we do expect the student, or the parent to take the student, to see a medical practitioner.

We are not liable for personal injuries.

GUEST WATCHING, PHOTOGRAPHY AND FILMING

To protect copyright and privacy of our clients, unless with our express consent, dance lessons whether conducted in physical setting or on the internet must not be watched by guests, photographed, sound or video recorded.

CONTACT BETWEEN TEACHER AND STUDENT

Dance requires an element of touch for safe learning of technique and to prevent injury, and may include holding hands and correcting body positions. We strive to execute these in a respectful, appropriate and professional manner, and

on need-to basis. In acrobatic actions there will be more lifting and physical contact, and the dance teacher will need to use a more hands-on approach.

COMPLAINTS

We take complaints seriously, as long as such complaints are made to us in writing with sufficient information. To resolve issues efficiently, we may schedule meetings / discussions with complainants. We will not accept any verbal / physical abuse or confrontation from clients.

END