

The National Piping Centre Privacy Policy

This policy applies to: Students, Visitors, Volunteers & Audiences.

This policy was reviewed on: N/A by:

This policy is due for review by: 31/01/2027

National Piping Centre (NPC)

Privacy Policy

At The National Piping Centre, we are committed to protecting your personal information and being transparent about how we use it. This policy explains what data we collect, how we use it, and the choices you have.

Who we are

The National Piping Centre is a limited company with charitable status, delivering a wide range of activity including tuition, events, venue hire, hospitality, retail, outreach, schools programmes, competitions, and online activity in the UK and internationally.

What information we collect

Depending on how you engage with us, we may collect:

- Basic contact details such as name, email address, phone number and postal address
- Date of birth and emergency contact details (where appropriate to do so)
- Booking and participation information (e.g. courses, events, competitions)
- Payment information (processed securely via third-party providers)
- Records relating to tuition, attendance, and progression
- Audio, video or photographic recordings where relevant to our activities
- Marketing preferences and communication history
- Information submitted via our website (such as contact forms or newsletter sign-ups)

We aim to only collect the information we need to deliver our services effectively.

How we use your information

We use personal data to:

- Deliver our programmes, events and services
- Manage bookings, participation and customer relationships
- Support safeguarding, particularly in relation to children & vulnerable adults
- Monitor quality and improve what we offer
- Meet our legal and regulatory obligations
- Communicate with you about your activity with us
- Send marketing communications where you have chosen to receive them

Legal basis for processing

We process personal data under a range of lawful bases, depending on the context. These include:

- Contract – where data is needed to deliver a service you have requested
- Legal obligation – where we are required to comply with the law (e.g. safeguarding, financial records)
- Legitimate interests – to operate and improve our services
- Consent – for marketing communications and certain optional activities

Marketing

From time to time, we may contact you with news, events, and opportunities related to The National Piping Centre.

You will only receive marketing communications if you have opted in, and you can unsubscribe at any time using the link in our emails or by contacting us directly.

Sharing your information

We do not sell or share your personal data with external organisations.

We may share limited data with trusted partners who support us in delivering communications. These partners are required to handle your data securely and in line with data protection requirements.

Data storage and security

All personal data is stored electronically. Access is restricted to authorised members of staff who require it to carry out their roles. We take appropriate measures to protect your information and ensure it is handled securely.

How long we keep your data

We do not currently operate a fixed retention schedule. We keep personal data only for as long as it is necessary to fulfil the purposes outlined in this policy, including legal, safeguarding, and operational requirements.

Children and vulnerable adults

We work extensively with children and young people with our activity programme also accessible to vulnerable adults. Safeguarding is a core priority, and we take particular care in how we collect, use and store information relating to vulnerable groups. Where appropriate, we seek consent from carers, parents or guardians.

Website and cookies

Our website uses cookies and similar technologies to improve your experience and help us understand how it is used. You will be given the option to manage your cookie preferences when visiting our website.

Your rights

Under UK data protection law, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate information
- Request deletion of your data where appropriate
- Object to or restrict how your data is used
- Withdraw consent for marketing at any time

To exercise any of these rights, please email us at: marketing@thepipingcentre.co.uk