

Privacy Policy

Small Bands. Big Confidence.

Last updated: August 2026 | Next review: August 2027

1. Who We Are

Pop Supernova Ltd provides small-group, band-based music education for children, primarily within schools. For much of the personal information we collect directly from parents, carers, pupils, employees and tutors, Pop Supernova Ltd acts as the data controller. Schools may also act as separate or joint controllers for information they hold or share for their own purposes.

Pop Supernova Ltd is registered in England and Wales under company number 17182385. Our registered office is Innovation Centre Medway, Maidstone Road, Chatham, Kent, ME5 9FD.

For privacy enquiries, contact: dan@popsupernova.co.uk.

2. Our Approach to Children's Privacy

We recognise that much of our work involves children. We aim to use children's personal information fairly, lawfully, transparently and only where it is reasonably necessary to provide a safe and effective service. We seek to minimise the information we collect and apply appropriate privacy and security protections.

3. Information We May Collect

Depending on how you interact with Pop Supernova, we may collect the following information.

- Child information: name, age or date of birth where required, school, year group/class, band allocation and lesson arrangements.
- Music programme information: instrument preferences and allocations, attendance, progress, tutor observations, achievements and information relevant to participation.
- Parent/carers information: name, email address, telephone number, relationship to the child and communications with us.
- Health and support information: relevant medical conditions, allergies, emergency information, SEND information, accessibility needs and reasonable adjustments where necessary.
- Safeguarding information: concerns, disclosures, incidents and related records where required to protect a child.
- Payment information: information required to administer fees and Direct Debit payments. Payment providers may collect bank or payment details directly; Pop Supernova does not necessarily receive or store full bank account details.
- Photographs, video or audio recordings where appropriately authorised.
- School information: relevant contact details and communications with school staff.
- Tutor, employee and contractor information needed for recruitment, safeguarding, administration and delivery of our services.
- Website and technical information such as device, browser, IP address, cookie and usage information where collected by our website or service providers.

4. How We Collect Information

We may receive personal information directly from parents or carers through enrolment forms, emails, telephone calls, payment setup and other communications. We may also receive relevant information from schools, tutors, children themselves and service providers where appropriate and lawful.

5. Why We Use Personal Information

We may use personal information to:

- process enrolments and administer children's places;
- organise bands, lesson times and instrument requirements;
- deliver and improve Pop Supernova sessions;
- support children's individual needs and make appropriate adjustments;
- communicate with parents, carers and schools;
- manage attendance, progress and programme administration;
- collect and administer payments;
- protect children and meet safeguarding responsibilities;
- meet legal, regulatory, accounting and insurance requirements;
- manage tutors, employees and contractors;
- operate, secure and improve our website and systems;
- share photographs, videos or other promotional content where we have an appropriate lawful basis and any required consent.

6. Our Lawful Bases

Under UK data protection law, we must have a lawful basis for processing personal information. Depending on the circumstances, we may rely on:

- Contract — where processing is necessary to provide the service you have requested or take steps before entering into an agreement.
- Legitimate interests — where we have a legitimate business or educational reason to use information and those interests are not overridden by an individual's rights.
- Legal obligation — where we need to process information to comply with the law.
- Vital interests — in exceptional circumstances where processing is necessary to protect someone's life.
- Consent — where consent is the appropriate lawful basis, including for certain optional uses of photographs or video.

Where we process special category information, such as health information, we will also identify an appropriate additional condition under data protection law.

7. Medical, SEND and Special Category Information

We may need limited health, SEND or other sensitive information to ensure a child can participate safely and receive appropriate support. We ask parents and carers to provide only information that is relevant to their child's participation. Access to this information will be limited to those who reasonably need it.

8. Safeguarding Information

Safeguarding information may be processed where necessary to protect children, comply with legal or professional obligations, cooperate with schools or safeguarding authorities, or respond to concerns. Safeguarding information may need to be shared without consent where this is necessary and lawful to protect a child or another person.

9. Photographs and Video

We may take photographs, video or audio during Pop Supernova activities for appropriate educational, progress, school or promotional purposes.

Where consent is required for public promotional use, such as Pop Supernova social media, website or marketing, we will seek that consent separately. Refusing optional promotional consent will not prevent a child from participating in Pop Supernova.

Parents and carers may withdraw consent for future consent-based use by contacting us. Withdrawal does not make previous lawful use unlawful, and in some circumstances it may not be possible to remove material that has already been legitimately published or distributed.

10. Marketing

We may contact parents or carers about Pop Supernova services where permitted by law. Where consent is required for electronic marketing, we will obtain it. You can opt out of marketing communications at any time.

We do not intend to send direct marketing communications to young children.

11. Payments and Payment Providers

We may use third-party payment providers, including Direct Debit providers, to collect programme fees. Those providers may process personal and financial information under their own privacy terms and legal responsibilities. We only seek to receive the payment information reasonably necessary for our administration and reconciliation.

12. Sharing Personal Information

We do not sell children's or parents' personal information. We may share information where reasonably necessary with:

- the child's school and relevant school staff;
- Pop Supernova tutors, employees and contractors who need the information to perform their role;
- payment, IT, website, communications and other service providers;
- professional advisers, insurers, accountants or auditors where appropriate;
- local authorities, safeguarding professionals, regulators, law enforcement or emergency services where required or appropriate;
- other parties where required by law or where you have authorised the sharing.

13. Schools and Data Protection Roles

Schools hold personal information about pupils for their own purposes and have their own privacy responsibilities. Depending on the particular activity, Pop Supernova and a school may each act as separate controllers or may have another data protection relationship. We will seek to make responsibilities clear where appropriate.

14. International Transfers

Some technology or service providers may process information outside the United Kingdom. Where personal information is transferred internationally, we will seek to ensure appropriate safeguards are in place as required by UK data protection law.

15. How Long We Keep Information

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected, including to meet legal, safeguarding, accounting, insurance and dispute-resolution requirements. Different categories of information may have different retention periods.

Safeguarding records may need to be retained for longer periods in accordance with applicable safeguarding requirements and professional guidance.

16. Keeping Information Secure

We take reasonable organisational and technical measures to protect personal information against loss, misuse, unauthorised access, alteration or disclosure. Access is limited according to role and need.

No system can guarantee absolute security. Where a personal data breach occurs, we will assess it and make any notifications required by law.

17. Children's and Parents' Rights

Depending on the circumstances, individuals may have rights including the right to:

- be informed about how personal information is used;
- request access to personal information;
- request correction of inaccurate information;
- request deletion in certain circumstances;
- request restriction of processing in certain circumstances;
- object to certain processing;
- request data portability where applicable;
- withdraw consent where processing is based on consent;
- complain to the Information Commissioner's Office.

Children have their own data protection rights. Whether a parent or carer can exercise a right on a child's behalf will depend on the child's age, understanding and the circumstances.

18. Automated Decision-Making

Pop Supernova does not currently intend to use personal information to make solely automated decisions about children that produce legal or similarly significant effects.

19. Cookies and Our Website

Our website may use cookies and similar technologies for essential functionality, security, analytics or other purposes. Where required, users will be given appropriate choices. Further information may be provided through our website cookie settings or cookie notice.

20. Third-Party Websites and Services

Our website or communications may link to third-party websites or services. Those organisations are responsible for their own privacy practices, and we encourage users to read their privacy information.

21. Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes in our services, technology, legal requirements or data practices. The latest version will be made available through Pop Supernova's website or otherwise provided where appropriate.

22. Contact Us

For questions about this Privacy Policy, how we use personal information or to exercise a data protection right, contact:

Pop Supernova Ltd
Innovation Centre Medway
Maidstone Road
Chatham
Kent
ME5 9FD

Email: dan@popsupernova.co.uk
Website: www.popsupernova.co.uk
Company Number: 17182385

23. Complaints

If you have concerns about how we use personal information, please contact us first so we can try to resolve them. You also have the right to complain to the Information Commissioner's Office (ICO), the UK's independent data protection regulator.