

DATA PROTECTION POLICY

This policy informs you of how any personal data we collect from you, or that you give to us, will be processed by us and aims to be compliant with 2018 GDPR legislation.

Until 24 May 2018, the legislation in the UK was the Data Protection Act 1998 (DPA 1998). 25th May 2018, this has been replaced by the EU General Data Protection Regulation (GDPR), coupled with a new Data Protection Act that supplements the GDPR in specific ways and which is currently being debated by the UK Parliament.

This policy applies to our website, application processes and procedures.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

Data Protection Principles:

Under the GDPR, there are six principles. Personal data must be processed following these principles so that the data are:

- Processed fairly, lawfully and transparently – and only if there is a valid ‘legal basis’ for doing so
- Processed only for specified, explicit and legitimate purposes
- Adequate, relevant and limited
- Accurate (and rectified if inaccurate)
- Not kept for longer than necessary
- Processed securely – to preserve the confidentiality, integrity and availability of the personal data
- We aim to follow those principles.

The personal data we collect from you.:

We may collect and process the following data about you, you may supply this personally or we may collect this information from anyone acting your behalf, such as parents, government sponsors, educational agents or ETOs. We will ask you to consent to give us this information. Consent is the legal basis for us collecting this information.

- Information that you provide by filling in our online application forms. This includes information provided at the time of registering to use our site, subscribing to newsletters, requesting information or applying to study or work with us.
- Information that you provide by completing any paper application form or information request (including medical information) when applying to study or work with us. Including copies of written or printed documents you supply to support your application.
- Information you supply to using email, written correspondence or verbally.
- Information supplied by a third party and relevant to you such as your educational references, exam results, sponsorship details and English test results.
- If you contact us, we may keep a record of that correspondence.
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- Details of your visits to our website including, but not limited to, traffic data, location data, weblogs, operating system, browser usage, the resources that you access and other communication data.

Please see our cookie policy.

How long we keep your information:

We keep data for the minimum amount of time necessary for it to be of use and regularly review how long we keep specific data. We keep all information upon application and while you are studying with us. We delete non-essential student information after 2 years after you leave the school. Financial information is kept for 7 years.

Where we store and use your Personal Data:

The data that we collect from you will be primarily stored on our bespoke Data base, certain staff also have access to this data. We also keep some paper copies of information on site at the school. Information may

also be shared between staff as appropriate and as necessary to meet the needs of our business and to deliver your education.

The school uses email and cloud storage with Outlook Microsoft, this information is not shared with anyone else.

Your data will be processed to support your education, health, travel, accommodation and welfare while studying at LanguageUK. This will include among other things, the processing of your application and visa, arranging your studies, teaching and any tests or exams. We will also use it for managing your education, processing your payments or reporting on your progress to you, your parents, sponsors or educational agents (where appropriate).

The data may also be used to meet our regulatory, legal, inspection or compliance responsibilities. By submitting your personal data, you agree to this transfer, storage or processing by LanguageUK. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access and keep your information secure.

Third parties with whom LanguageUK may need to share information:

Some students and groups use agents to arrange their courses on their behalf. When arranging courses, we only collect and share information that is strictly relevant to the booking. For instance, when arranging transfers between the airport and accommodation, LanguageUK may need to pass on personal information to relevant third parties.

However, we will only share the information required by the third party to complete the task that is required. Third parties may include local authorities and other public authorities, healthcare professionals and independent school bodies, such as the British Council.

This data may be used to:

- Safeguard students and ensure their wellbeing (e.g. health or dental care)
- In the event of a medical emergency we will disclose your data to the appropriate medical authorities.
- Enable the relevant authorities to monitor LanguageUK performance.
- Enable students to take part in examinations and to monitor their progress.
- Compile statistical information (usually on an anonymous basis).
- Ensure each student's safe arrival in the UK and ensure they have suitable accommodation.
- If you have accommodation requirements, we will pass the relevant details on to accommodation providers who will have their own privacy policies.
- Arrange the student's entire stay through their chosen foreign agent and to give them the relevant information regarding their stay. All third parties are expected to comply with the Data Protection Act 1998 and LanguageUK has no influence over the way they use their data.

Security:

LanguageUK understands its responsibilities in keeping all personal data safe. Any information stored on paper is either locked in a secure place or kept in an area constantly manned by a senior staff member. All electronically-stored information is securely password-protected and/or securely encrypted, and access is restricted to only the relevant members of senior staff.

Where other staff members require access, only the essential, relevant information is disclosed.

Your rights

Right to be provided with certain information:

We must provide you with certain information at the time we collect your personal information, including how we use it and the legal basis for doing so, who we share it with, how long we intend to keep it, where we got the information from and your rights in relation to it. You find this information in this Privacy Policy.

Right to access information:

We must provide you with a copy of your information unless providing some or all of it would adversely affect the rights and freedoms of others, or the law allows us not to comply with your request. You can

access your personal information by emailing us at info@languageuk.co.uk. We aim to provide you with your information within 30 days.

Right to correction:

You can ask us to correct any information which you believe is inaccurate. We'll update your information as soon as we can. You may need to provide supporting evidence before we can deal with your request; e.g. a copy of your marriage certificate if you want to update your name.

Right to erasure ('right to be forgotten'):

You can ask us to erase your personal information:

- if you think it's no longer necessary for us to hold your information;
- if you don't think we have any legitimate grounds for processing it;
- if you think we're using your personal information unlawfully; or
- if you think we should delete your personal information because the law requires us to do so.

Right to restrict processing:

You can ask us to stop using your personal information:

- if you think it's inaccurate;
- if you think it's illegal for us to use it;
- if you don't want us to destroy it because you need it for legal proceedings;
- if you've told we don't have a legitimate reason for using it and we're considering your request.

Notification obligation:

You can ask us to notify everyone to whom we've given your personal information whenever we amend, delete or agree to restrict our use of it.

Right to object:

We may use your personal information to further our legitimate interests; e.g., we may use information about you to improve our marketing messages because we have a legitimate interest in making sure our students know about courses which could be of benefit to them. We'll always give you a right to object whenever we intend to use your personal information for our legitimate interests.

How to stop Marketing messages:

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes. You can also exercise the right at any time by contacting us at info@languageuk.co.uk.

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to:

Languageuk

9 St Georges Place

Canterbury

CT1 1UT

Tel number 0044 (0)1227455556

info@languageuk.co.uk

Making a complaint:

If you're unhappy with how we've handled your information you can refer your concerns to the Information Commissioner's Office, the body that regulates the handling of personal information in the UK, at:

Information Commissioner's Office

Wycliffe House,

Water Lane,

Wimslow,

SK9 5AF

Tel: 0303 123 1113

Website: <https://ico.org.uk/>

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