

1. About this Policy

We respect your privacy and are committed to protecting your personal data.

- This policy explains when and why we collect personal information about our students, clients and partners, how we use it and how we keep it secure and your rights in relation to it.
- We may collect, use and store your personal data, as described in this Data Privacy Policy when you contact us, use our Services or work with us.
- We reserve the right to amend this Data Privacy Policy from time to time without prior notice. You are advised to check our website <https://www.languageclubs.co.uk> regularly for any amendments.
- We will always comply with the General Data Protection Regulation (GDPR) when dealing with your personal data. Further details on the GDPR can be found at the website for the Information Commissioner (www.ico.gov.uk).
- For the purposes of the GDPR, Debbie Jackson-Cole is registered with the ICO and will be the “controller” of all personal data we hold about you.

This notice is version 2.3 and was last updated on 20 August 2020.

2. Who we are?

Debbie Jackson-Cole provides Before & After School Language Clubs within the Emsworth, Hants & West Sussex area; Online Private Language Tuition; Language & Business Services that includes Interpretation & International Event Management, contact: debbie@languageclubs.co.uk.

3. What data do we collect?

We may collect the following personal and non-personal information from you when you contact us, use our Services or work with us:

- personal details which include the following contact information: your name, name of child, age of child, email addresses, telephone numbers;
- demographic information such as language preferences and levels of interests eg., if we are looking to find you or your child a suitable language club;
- dietary requirements & allergy details that we should be aware of when trying different foods in our clubs;
- physical or mental health details that you feel we should be aware of when you enrol your child in our clubs;
- bank details (only requested if we need to pay you a refund by BACS) otherwise not required; once the transaction has been completed the details are deleted;
- digital images of the child’s progress: we will only use photos of your child on their School Website and www.languageclubs.co.uk with your prior written consent.

We process personal information about:

- the children in our care
- tutees and clients
- advisers, complainants, enquirers
- suppliers, partners
- schools

4. Reasons/purposes for processing information

Our use of your personal data will always have a lawful basis and will only be processed to enable us to:

- provide extra-curricular Language clubs within schools;
- provide private tuition on a 1:1 basis and in small groups;
- encourage and supervise language learning, eg. from time to time we might suggest different learning tools or resources that might enhance your or your child's learning;
- advertise our Language Clubs & Services. We will only send you relevant emails regarding the Language Clubs your child is attending or might consider moving to in order to progress their learning;
- provide team building and language workshops;
- provide interpretation, event and programme management for international conferences;
- maintain our own accounts and records.

5. Who the information may be shared with:

The school Before & After School Language Clubs are run in partnership with the schools. We record our Club Registers and inform the Schools which children are on the register for that term, there is no need for us to share any personal details or contact details with the school as the schools already have this information.

We will never share your data with a third party or external agencies. In the unlikely occasion that we should need to share your data with any other organisation, we would only do this with your prior consent.

Any safeguarding issues would be raised directly with the School's Safeguarding officer and yourself.

6. How we protect your personal data

- We will not transfer your personal data outside the EU without your consent.
- We have implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction.
- Please note however that where you are transmitting information to us over the internet this can never be guaranteed to be completely secure.
- For any payments which we take from you online we will use a recognised online secure payment system.

- We will notify you promptly in the event of any breach of your personal data which might expose you to serious risk.
- We will retain your personal data for as long as you are a user of our Services or we are working together.

7. Your rights under the GDPR

You have a number of rights in relation to your personal data:

- the right to be informed about our collection and use of your personal data;
- the right to get copies of the personal data we hold about you;
- the right to correct any inaccurate or incomplete personal data we hold about you;
- the right to get your personal data deleted;
- the right to have your personal data transferred to you in an accessible way (data portability);
- the right to object to direct marketing;
- the right to object to our use of your data in some circumstances;
- the right to limit how we use your personal data.

8. Access to & Removal of your details

You have the right to access a copy of any personal data we hold about you.

You have the right to withdraw your consent to us using your personal data or opt out of marketing communications from us at any time. Please contact debbie@languageclubs.co.uk if you wish to do so.

9. Complaints

If you wish to make a complaint about our collection or use of your personal data, please contact us first and we will seek to resolve your complaint.

If we are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority with whom we are registered, the Information Commissioner's Office (ICO). Please visit the ICO website <http://ico.org.uk> for further information about your rights and if you wish to lodge a complaint.