

## PRIVACY (DATA PROTECTION) POLICY

### Policy Statement

Anglolang is committed to ensuring that your privacy and your data protection rights are protected. We need to collect, maintain and use certain personal information about current, past and prospective employees, customers, students, homestays and other individuals. All such personal information, whether held on computer, paper or other media, will be obtained, handled, processed, transported and stored lawfully and correctly, in accordance with the EUs General Data Protection Regulation (GDPR).

Anglolang acts as a data controller for information, which means that we, as an organisation, determine the purposes for which and the manner in which any personal data is processed.

### Responsibilities

- Overall responsibility for compliance with the GDPR rests with the Principal
- It is the responsibility of all students/homestays/employees to ensure that personal information provided to the company is accurate and up to date.
- Employees whose role involves the collection, maintenance and processing of information are responsible for following the company's rules on data protection

### What information we collect and store includes:

- Students:
  - Personal information (eg name, address, email address, phone number, passport information, nationality, date of birth, occupation)
  - Relevant medical information
  - Special Educational Needs information
  - Emergency contact information (name, phone number, email address)
  - Travel information
  - Credit card information
- Homestays
  - Personal information (eg name, address, email address, phone number, passport information, nationality, date of birth, occupation)
  - Relevant medical information
  - Names and ages of family members and partners
  - Details of interests
  - Bank information
- Employees
  - Personal information (eg name, address, email address, phone number, passport information, nationality, date of birth, previous employment, national insurance number, tax code)
  - Records of observation and appraisals
  - Disciplinary procedures
  - Relevant medical information
  - Bank information

## **Why we collect this information**

- To support student learning
- To place students with the most suitable accommodation
- To adhere to safeguarding policies and procedures
- To provide pastoral care
- To provide services and fulfil out contractual obligations
- To comply with the law regarding data sharing
- For internal record keeping
- To improve our products and services
- To periodically send promotional emails about new products, special offers and other information which we think you may find interesting
- The only personal information we use for marketing purposes is nationality and age statistics

## **Cookies**

We use traffic log cookies to identify which pages on our website are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

You may choose to accept or decline cookies but declining them may prevent you from taking full advantage of the website

## **Links to other websites**

Our website may contain links to and from websites operated by individuals and companies over which we have no control. If you follow a link to any of these websites, please note that they have their own privacy policy and terms and conditions and that we do not accept any responsibility or liability for these policies. Please check the policies before you submit any personal data to these websites.

## **The lawful basis on which we use this information**

Under Article 6 of the GDPR we collect and use information under category (f) Legitimate Interests

## **Storing information**

We hold information on an encrypted database which only necessary and approved members of staff have access to. Student data is stored for a maximum of 4 years all other information is stored as long as we have an active relationship with the individual. When we cease working together the information is destroyed after one year. Any data that is stored on paper is kept within a locked cupboard or office and is securely shredded when the data is no longer needed. If large amounts of data need to be destroyed it is collected by an approved and regulated confidential waste disposal company.

## **Who we share information with**

- Students who will be placed with an accommodation provider
- Educational tour organisers or consultants who work with Anglolang to send students to the school
- The accommodation provider
- Relevant employees
- Airport Transfer companies
- Inspectorate bodies, including the British Council
- Professional bodies of which Anglolang is a member including English UK, Quality English

- UK Visas and immigration (on request)
- Our database manager

**Under no circumstances does Anglolang share any information with third party marketing companies.**

### **Why we share information**

We do not share information without consent or unless the law and our policies allow us to do so.

We are required to share information for routine inspections by organisations such as the British Council or UK Visas and Immigration. We are also required to share information for safeguarding purposes when necessary, for example if there is a welfare issue that needs police involvement. We also share information with the Educational Tour Organiser or Consultant who may have sent us the student originally.

We share information with professional organisations, such as English UK, to develop best practice in our industry.

We share student information with their accommodation provider and accommodation provider information with the student and the body that sent the student originally.

Anglolang uses student/homestay/employee photos, nationality statistics and age statistics to market the school to other prospective students. We do not share any other information with third parties. The school is marketed through a website and a printed brochure. These include student/homestay/employee photos but are only used after we obtain direct consent from the individual concerned before taking the photos. Should the individual then request that we no longer use this photo then all reasonable steps will be taken to adhere to the request.

### **Requesting access to your personal data**

Under the GDPR you have the right to request access to information about you that we hold. To make a request for the personal information contact [communicate@anglolang.co.uk](mailto:communicate@anglolang.co.uk) or call 01723501991.

You also have the right to:

- Object to processing of personal data that is likely to cause, or is causing damage or distress
- In certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed.
- Claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data then please raise this with us in the first instance using the contact information above. We will take all reasonable steps to assist you. Alternatively you can contact the Information Commissioner's Office