

# Privacy Policy

Our Privacy Policy tells you what will happen to any personal data that you provide to us as a result of using this website. The information is written for the benefit of those who access our service in the UK and in Europe.

Language Education & Partnerships Ltd. is committed to the protection of all personal and sensitive data for which it holds responsibility as the Data Controller, the handling of such data in line with the data protection principles and the Data Protection Act (DPA).

Changes to data protection legislation (General Data Protection Regulations May 2018) shall be monitored and implemented in order to remain compliant with all requirements.

The legal bases for processing data are as follows:

- (a) Consent: an individual has given clear consent for the organisation to process their personal data for a specific purpose.
- (b) Contract: the processing is necessary for the individual to take part in specific activities and placements contract.
- (c) Legal obligation: the processing is necessary for the organisation to comply with the law (not including contractual obligations)

The member of staff responsible for data protection, the Data Controller, is the Director who may delegate data controller duties as necessary.

The Data Controller is the person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal data are, or are to be processed

## Personal Data You Provide

Your privacy is important to us. By providing personal provided in the Professional Development Courses registration form via a survey platform or via our website, you agree to us contacting you with regard to the information provided.

Data we collect may include personal contact details such as name and address, date of birth, email address, telephone numbers, next of kin, medical information and individual requirements, employer information including place of work.

## How We Use Your Personal Data

We use the data you provide to:

- **communicate with you**, for example: we use contact details such as email address or phone number when responding to enquiries made via online forms or to discuss or request information provided in the form completed

- **to ensure we can provide you with our services more effectively:** for example: we may use the information provided to contact named next of kin in case of emergencies; we use the data provided to ensure we meet an individual's special requirements where necessary
- **monitor website trends,** for example: we use Google Analytics to help us aggregate traffic so we can monitor how the website is being used
- **operate our services more effectively,** for example: we seek feedback and use this to help improve our services.

## **Our "Lawful Reasons" For Processing Your Personal Data**

The "General Data Protection Regulation" (GDPR) is the primary piece of legislation defining your rights over our processing of your personal information.

The GDPR requires us to declare which of six "lawful reasons" we are relying on when we are processing your personal data:

- We operate on the basis of "consent" when sending information to individuals such as information about our services before and after a booking has been made.
- We operate on the basis of "legitimate interest" when communicating with you in other ways (e.g. when responding to your enquiry and requests).
- We operate on the basis of contractual obligations when providing initial information about a service requested and when a request of a service has been made and agreed through a third party, such as a school, a local authority, a trust or on an individual basis.

## **How Long We Keep Personal Data**

Personal data collected a registration survey or other surveys as required by our services we provide, will be stored for a period of 5 years which will ensure that data necessary to comply with EU regulation of funding and grants can be met for purposes of audits. After such time the data is removed.

## **Transfer of Personal Data**

From time to time we may pass personal data such as your name and email address to other services that we use to send out newsletters and other communications (both electronic and print). However, your personal data will remain in the EU or countries considered by the EU to have equivalent policies such as Jersey, Guernsey, Switzerland, New Zealand and Canada. Companies based in the USA that have certified with the [EU-US Privacy Shield](#) programme are also considered to be permitted destinations by the EU (this includes popular US products like Gmail, DropBox and MailChimp).

## Questions or Complaints

Under the data protection regulations, individuals have a:

- **Right to be informed:** our organisations must tell individuals what data is being collected, how it's being used, how long it will be kept and whether it will be shared with any third parties.
- **Right of access:** individuals have the right to request a copy of the information that an organisation holds on them.
- **Right of rectification:** individuals have the right to correct data that is inaccurate or incomplete.
- **Right to be forgotten:** in certain circumstances, individuals can ask for the data an organisation holds on them to be erased from their records.
- **Right of portability:** individuals can request that organisation transfer any data that it holds on them to another company.
- **Right to restrict processing:** individuals can request that an organisation limits the way it uses personal data.
- **Right to object:** individuals have the right to challenge certain types of processing, such as direct marketing.
- **Right related to automated decision making including profiling:** individuals are free to request a review of automated processing if they believe the rules aren't being followed.

In the event of questions or complaints, we hope you will contact us directly using the contact details provided within this document or on our website.

However, legal rights regarding privacy are the remit of the Information Commissioners Office (ICO) and you will find more information about how to complain here:

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