



Privacy Notice

Please read carefully!

Last updated:
9th April 2024

This Privacy Notice refers to information collected by Islington Centre for English and our website: www.letslearnenglish.org

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1. ABOUT US

We only have access to information that you freely give us through our online form, via email or other direct contact from you. We will not sell or lease this information to anyone. We will use your information to respond to you, regarding the reason you contacted us. Any other contact (like e-mail marketing) may happen only if you agree to it.

We are the data controller. This means we decide how and why your personal data is used and kept.

We comply with GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We do everything to protect information you share with us. When you submit it via the website, your information is protected both online and offline. The computers/files in which we store your personal information are kept in a secure environment. Also only employees who need the information to perform a specific job are granted access to sensitive, personally identifiable information. We can also share it or to meet certain legal requirements. However, if you have any doubts you should contact us immediately via: enrol@letslearnenglish.org

2. WHAT INFORMATION DO WE COLLECT ABOUT YOU?

We need to collect information from you when you book an English course with us.

Information we may ask for or get later and keep: your name; date of birth; contact details of you and/or your legal guardians; nationality; gender; addresses, e-mails, emergency phone number; payment information; passport and visa details (if required); medical conditions, special educational needs, allergies, and any requirements you state; level tests and track of academic progress, attendance records for immigration services, school photos and videos.

3. HOW AND WHY DO WE USE IT?

All your personal information and photos will be kept securely and only used:

- a) to enrol you in our school,
- b) to process financial transactions,
- c) to register you for an exam,
- d) to keep your academic records and to provide a better service on re-enrolments,
- e) to help with visa applications,
- f) to book accommodation,
- g) issue school letters or student ID when you request it,
- h) to administer our health & safety records,
- i) to reply to emails,
- j) to be able to act appropriately in cases of emergencies,
- k) to meet our accreditation requirements
- l) to provide discounted enrolments
- m) better respond to your individual needs and officially promote Islington Centre for English,

4. WHAT LEGAL BASES DO WE HAVE TO PROCESS YOUR DATA?

These fall under either article 6 or article 9 of GDPR– dealt with separately below:

Article 6 of GDPR- Lawfulness of processing

- a) **Consent** of the data subject,
- b) Processing is necessary for the **performance of a contract** with the data subject or to take steps to enter into a contract (see terms and conditions),

- c) Processing is necessary for **compliance with a legal obligation** (financial records are kept to meet our legal tax obligations, student records are kept for our accreditation requirements and immigration authorities),

- d) Processing is necessary to protect the **vital interests** of the data subject or another person (health and safety obligations),
- e) Processing is necessary for the **legitimate interests** of the data controller except where such interests are overridden by the interests, rights or freedoms of the data subject (to promote the language school and communicate information to students)

Article 9 of GDPR- Processing of special categories of personal data

- a) Explicit consent of the data subject
- b) Processing is necessary for the establishment, exercise or defence of legal claims or where courts are acting in their judicial capacity (visa applications and visa requirements for non-EU students)
- c) Processing is necessary for reasons of substantial public interest on the basis of EU or Member State law (health and safety records, visa applications and visa requirements for non-EU students)
- d) Processing is necessary for archiving purposes in the public interest, or scientific and historical research purposes or statistical purposes (enrolment information)

5. HOW LONG WE HOLD ON TO YOUR DATA?

In order to meet our operational obligations we keep your personal data for the period necessary to fulfil the purposes outlined in this Privacy Notice, unless you request your data to be removed from our system.

6. YOUR RIGHTS

Unless subject to an exemption under GDPR you have the following rights with respect to your personal data:

- a) The right to request a copy of your personal data we hold about you;
- b) The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- c) The right to request your personal data is erased where it is no longer necessary for us to retain such data;
- d) The right to withdraw your consent to data processing at any time;
- e) The right to request us to transmit your data directly to another data controller, (data portability right);
- f) The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- g) The right to object to the processing of personal data, (where applicable), unless required for legitimate or legal reasons;
- h) The right to lodge a complaint with the Information Commissioner's Office (ICO).

7. ENROLLING FOR A COURSE AND USE OF SITE BY MINORS

If you are over the age of 16 but under the age of 18, you should read this Privacy Notice with your parent or guardian to make sure you both understand them. If we learn that we have collected information from an individual under the age of 16 without parental consent, then we will delete that information as soon as possible.

For students over the age of 16 but under the age of 18, we require parental consent from users who wish to enrol for a course.

8. WHO DO WE SHARE THE DATA WITH?

Your personal information may be shared with our third party service providers on your request (for example: accommodation providers, exam centres) or if it required by law or marketing email company if you have given us your permission.

Any other third parties who access your information in the course of providing services on our behalf will be governed by strict contractual restrictions to make sure that they protect your information and keep to data-protection and privacy laws which apply.

9. YOUR ACCESS TO INFORMATION AND HOW TO CONTACT US

You may request your data at any time or tell us to remove it from school records unless it is kept for legal reasons.

We will ask you if you accept this privacy notice at our booking form.

If you have any questions or concerns please contact us at:

Islington Centre for English
97/98 White Lions Street
London
N5 2PH
United Kingdom
tel: 020 7278 5553
enrol@letslearnenglish.org

