

**Speak Like A Native Limited**

**Privacy & Transparency Policy**

**2020**

Speak Like A Native Limited takes the privacy and security of your data very seriously

This privacy policy sets out how Speak Like A Native Limited processes personal data (that is, information by which an individual can be identified) collected by us in the course of our lawful activities, and explains our obligations and your rights under the Data Protection Act 1998 and any subsequent UK legislation and regulations ('Data Protection laws'). This policy has been put in place to protect your rights under the Data Protection laws, and it is important that you understand what we will do with your data and are happy with this.

## **REFERENCES TO THE PROCESSING OF INFORMATION**

This includes the collection, use, storage and protection of data: Speak Like A Native Limited is the 'data controller' for the purposes of this policy, and the policy extends to its staff, trustees, volunteers and anyone else processing data on our behalf from time to time.

Speak Like A Native Limited is committed to ensuring that your privacy is protected. Any personal data collected by Speak Like A Native Limited will only be processed in accordance with this privacy policy.

Organisations are permitted to process data if they have a legal basis for doing so.

## **SPEAK LIKE A NATIVE LIMITED PROCESSES DATA ON THE BASIS THAT:**

- Express and informed consent has been given by the person whose data is being processed;
- And/or Speak Like A Native Limited has a legitimate interest in processing data; and/or it is necessary in relation to a contract or agreement which the person has entered into or because the person has asked for something to be done so they can enter into a contract or agreement; and/or there is a legal obligation on Speak Like A Native Limited to process data.
- Where Speak Like A Native Limited is relying on solely consent as the basis for processing data, we are required to obtain your explicit consent and you can modify or withdraw this consent at any time by notifying us in writing, although this may affect the extent to which we are able to provide services to or interact with you in future.

Speak Like A Native Limited may change this policy from time to time and any such changes will be published on our website. Notwithstanding any change to this policy, we will continue to process your personal data in accordance with your rights and our obligations in law.

This policy is effective from 15/09/2019.

### **WHAT DATA DO WE COLLECT?**

We collect the data necessary for Speak Like A Native Limited to pursue its stated objectives; running Courses, Classes, and the effective running of Speak Like A Native Limited. Data collected and processed may include, but not be limited to: Names and contact information such as telephone numbers, email and postal addresses, payment information and preferences relevant for the effective running of the business. Such other information that is relevant and necessary for Speak Like A Native Limited to carry out its activities and legal obligations.

### **WHAT DO WE DO WITH THE DATA WE COLLECT?**

Speak Like A Native Limited uses the data collected to maintain accurate internal records of our students and parents. These records facilitate our activities run in accordance to provide information about all our activities, events, classes and courses. Data may be processed and viewed, to the extent necessary, by admin staff, in the course of Speak Like A Native Limited's activities (all of whom work in accordance with this privacy policy) and will be retained only for as long as is reasonable and permissible in law. You, as the data subject, may request deletion of your data at any time in writing, subject to any overriding legal requirement for its retention. You, as data subject, can also unsubscribe at any time from our mailing list.

### **YOUR RIGHTS IN RELATION TO YOUR PERSONAL DATA**

You may request details of personal information which we hold about you. Any such request must be submitted in writing. A small fee may be payable if an information request is particularly onerous.

You may choose to restrict the collection or use of your personal information, but this may inhibit or limit the way in which Speak Like A Native Limited is able to interact with you. You may, at any time, change your mind about what information we hold about you, or if we continue to hold it at all, subject to any legal obligation on Speak Like A Native Limited to retain data, such as the retention of Gift Aid records for Her Majesty's Revenue and Customs.

You are responsible for the accuracy of data you have provided to Speak Like A Native Limited. If you believe that any information we are holding on you is incorrect or incomplete, please write to us as soon as possible. We will promptly correct any information found to be incorrect.

We may use your personal information to send you information about Speak Like A Native Limited, register your child into a class or course for and matters relating to Speak Like A Native Limited's activities which we think may be of interest to you. We will not sell or share your personal information with any other businesses or marketing companies without your explicit consent.

You can obtain further information about Data Protection and privacy laws by visiting the Information Commissioner's website at: <https://ico.org.uk/for-the-public>.

## **SECURITY**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the data we process. Persons processing data on behalf of Speak Like A Native Limited do so in accordance with this policy and on the basis that Speak Like A Native Limited is satisfied that they can and will adhere to our high standards for data protection and security.

The transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet. You are responsible for keeping the password you use to login to your electronic devices confidential; we cannot see your password and will not ask you for your password.

## **LINKS TO OTHER WEBSITES**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy policy. You should exercise caution and look at the privacy policy applicable to the website in question.

## **YOUR CONSENT**

This policy serves to inform you of your rights and our obligations in relation to your personal data. In order for us to be able to continue to communicate with you fully in future (using both electronic and non-electronic means).

If you are under 18 years of age, a person legally responsible for you will need to give their consent.

If you have any concerns or questions, please contact us at [info@Speak Like A Native Limited.co.uk](mailto:info@Speak Like A Native Limited.co.uk)

## **USE OF PERSONAL INFORMATION**

We are registered with the information commissioner. Information you provide may be used to:

- Identify you when you contact us.
- Help identify services you may be interested in.
- Help administer our accounts for any services we have provided.
- Help to detect fraud or loss.
- Contact you via phone, email or post.
- From time to time photographs or video recordings may be made during Speak Like A Native Limited activities for promotional purposes. Please inform us before any activity if you or your child **do not** wish to appear in any such material. If photographs are used, we will not include any personal details pertaining to the child (name/age etc).

## **MISCELLANEOUS - GENERAL**

These terms and conditions and any registration forms you have signed constitute the entire agreement between you and us in connection with the booking and services and supersede any prior arrangements between you and us. You agree that you have entered into these terms and conditions without reliance on any representation, warranty or undertaking by us which is not expressly set out in these terms and conditions.

## **CONTACT**

We may contact you by phone, email or post and any notification sent to you will be deemed to have been received within 2 working days. It is your responsibility to ensure that we have the current contact details for you or your child and for all adults authorised by you to collect your child. It is your responsibility to ensure we are aware of any changes in the health or other relevant information about you or your child.

**Law and jurisdiction**

Any failure to exercise or enforce our rights or provisions of these terms and conditions shall not constitute a waiver of such rights or provisions. If any provision of these terms and conditions is found by a court of sufficient authority to be invalid or unenforceable the parties never the less agree that the court should endeavour to give the parties intentions as reflected in the provisions and that all other provisions remain intact. Our relation with you is subject to English law and you and we irrevocably submit to the exclusive jurisdiction of the courts of England and Wales.