



## **Privacy Policy**

**Updated: 09/01/20**

## Privacy Notice

At UK2Learn, we understand that we have a responsibility to protect and respect your privacy and also to look after your personal data.

This Privacy Notice, inclusive of our General Terms of Service, explains what personal data we collect, how we use your personal data, reasons we may need to disclose your personal data to others and how we store your personal data securely. We must advise that this policy is subject to change, so please check our website on a regular basis for any further changes.

Data Protection law will change on 25 May 2018 and this Privacy Notice sets out your rights under the new laws.

### Who are we?

UK2Learn is a provider of Guardianship Services and Educational Programmes for International students studying in the UK. UK2Learn are based in Surrey. UK2Learn have a registered office at Crossways, Heath Lane, Godalming, Surrey, GU7 1UN. Suzie Mackie is the sole trader of UK2Learn.

### How the law protects you?

Data protection laws state that UK2Learn are only able to process personal data if we have valid reasons to do so. The reasons we process your personal data include, but not limited to, your consent, ensuring we provide the correct care for you, billing and to contact you.

### How do we collect personal data from you?

We receive information about you from complete forms on our website, if you contact us by phone, email, social media chat channels, chat applications and by phone. If you provide us with personal data about a third party (for example when giving relatives details on their behalf), you warrant that you have obtained the express consent from the third party for the disclosure and use of their personal data.

### What type of data do we collect from you?

The personal data that we may collect from you may include your name, passport photo and details, address, email address, phone numbers and medical information. Please be aware that any video, image, or other content posted, uploaded or otherwise made available to UK2Learn whether published on our website or social media channels, is not subject to our Privacy Notice.

### How do we use your data?

We use information about you in the following ways:

To process your application form submitted to us for our Guardianship services or Educational Programme submitted to us;

To process this information to ensure we can offer you the best service;

To process this information to publish VISA letters;

To help us identify you and any accounts you hold with us;

To enable us to review, develop and improve your contract with UK2Learn

To provide customer care, including responding to your requests if you contact us with a query;

To administer accounts, process payments and keep track of billing and payments;

To detect fraud and to make sure what you have told us is correct;

To carry out marketing;

To review job applications;

To notify you about changes to our website and services;

To provide you with information about products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes; and  
To inform you of service and price changes.

## Retention periods

We will keep your personal data for the duration of the period you are a customer of UK2Learn. We shall retain your data only for as long as necessary in accordance with applicable laws.

On your departure from one of our Educational Programmes or if you leave our Guardianship services, we may keep your data for up to 5 years after you have cancelled your services with us in accordance with our educational accreditations and applicable laws. We may not be able to delete your data before this time due to our legal and/or accountancy obligations. We assure you that your personal data shall only be used for these purposes stated herein.

## Who has access to your personal data?

Here is a list of all the ways that we may use your personal data and how we share the information with third parties. For clarity, we have grouped them into the specific products and services that we offer:

We process your data for administration, billing, support and the provision of services. Your data may be shared with other educational facilities, host families, schools, taxi and transport companies and safeguarding leaders. For the avoidance of doubt, we do not and never shall sell your personal data to third parties for marketing or advertising purposes.

We may pass your personal data to third parties for the provision of services on our behalf (for example processing your payment). However, we will only ever share information about you that is necessary to provide the service and we have specific contracts in place, which ensure your personal data is secure and will not be used for any marketing purposes.

Similarly, we may share your personal data if we are under a duty to disclose data in order to comply with any legal obligation or to protect the rights, property, or safety of UK2Learn, our customers, or others. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

## Your rights

In preventing the use or processing of your personal data, it may delay or prevent us from fulfilling our contractual obligations to you. It may also mean that we shall be unable to provide our services or process the cancellation of your service.

You have the right to object to our use of your personal data, or ask us to delete, remove or stop using it if there is no need for us to keep it. This is known as 'your right to be forgotten'. There are legal and accountancy reasons why we will need to keep your data, but please do inform us if you think we are retaining or using your personal data incorrectly.

Our Privacy Notice shall be made clear to you at the point of collection of your personal data.

You can view, edit or delete your personal data by emailing and/or completing a UK2Learn General Data Protection Regulation (GDPR) Registration Form. You can also make choices about UK2Learn's collection of your data and how we use it.

You have the right to ask us not to process your personal data for marketing purposes. If you choose not to receive marketing communications from us about our products and services, you will have the choice not to choose these by ticking the relevant boxes situated on the pages.

We will not contact you for marketing purposes unless you have given us your prior consent. You can change your marketing preferences at any time by emailing UK2Learn.

### **Accessing and updating your data**

You must ensure the accuracy of your information and ensure all your details, including but not limited to, name, address, title, phone number, e-mail address and payment details are kept up to date at all times.

You have the right to access the information we hold about you. Please email your requests to [info@uk2learn.com](mailto:info@uk2learn.com) so that we can obtain this information for you.

### **Use of cookies**

Uses of cookies. Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. UK2Learn follows all current UK laws in respect to using cookies.

### **Where we store your personal data**

We follow accepted standards to store and protect the personal data we collect, including the use of encryption if appropriate.

All information you provide to us is stored on our secured servers held at UK2Learn's office. From time to time, your information may be transferred and stored in a physical format or taken to another educational facility. However, we will ensure that reasonable steps are taken to protect your data in accordance with this privacy notice.

As the transmission of information via the internet is not completely secure, we cannot guarantee the security of your data transmitted to our site and any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Any sensitive data (payment details for example) are encrypted and protected within our online banking system.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping the password confidential. We ask you not to share a password with anyone.

### **Liability**

We agree to take reasonable measures to protect your data in accordance with applicable laws.

### **Data Breaches**

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with where necessary.

### **Contact us**

Please e-mail any questions or comments you have about privacy to us at [info@uk2learn.com](mailto:info@uk2learn.com)

### **Your right to make a complaint**

You have the right to make a complaint about how we process your personal data to the Information Commissioner: <https://ico.org.uk/concerns/>

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113