



## Privacy Notice

This is the general privacy notice for Hello! Exmouth (Trading name for Mountlands Language School) and for the range of products and services we provide through this website and the websites relating to our services (“our sites”).

Hello! Exmouth is the Data Controller. We are registered at the following address: Mountlands Language School, registered in England company number 07200884 at 13 Hulham Road, Exmouth, EX8 3HS. We may also be Co-controllers of student data, alongside our partner Agents.

At Hello! Exmouth we collect different types of information about our users for four main reasons:-

1. To provide personalised services unique to individual users.
2. To help monitor and improve the services we offer.
3. To keep customers up-to-date about the courses purchased.
4. To fulfill contracted services

To make it easier for you to read this notice, below are a number of links that will take you directly to particular sections.

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Hello! Exmouth

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+44 (0) 1395 223 942 (8.30am-4.30pm) +44 (0) 7980 833 772 (24 hour emergencies)

## 1. About us

When we say 'we', we mean, Hello! Exmouth.

The protection of your privacy and personal information is important to us.

- We make sure that not only do we have appropriate security measures in place, but that any other organisation we work with to provide a service also meets the same standard as us.
- We will respect your privacy.
- We will make sure that the boxes you need to click if you are happy to receive marketing are presented clearly and at an appropriate time.
- We will make it clear at the point when we request your information, what we are collecting it for and how we are going to use it.
- We will collect and use your personal information only if we have your permission or we have a sensible business reasons for doing so, such as collecting enough information to manage your registration or purchase of a course.

## 2. What information do we collect about you.

We collect information on you from different places including:

- When you contact us for information
- When you meet with us at marketing conferences and fairs
- When you register for a course
- When you work for us or become a homestay provider.
- When you sign up for a newsletter
- When you use the website - through cookies
- If you choose to reveal information in postings
- If you complete details in questionnaires

Certain services that we provide may involve us collecting extra information (your location or preferred language, for example) so that we can tailor the information we give you appropriately.

## 3. What legal bases do we use for processing your data.

There are 6 legal bases: Consent, Contract, Statutory Obligation, Vital, Public, Legitimate Interest. We use different legal bases depending upon the purpose for collecting your data in the first instance.

- For all data collected to sign up for a newsletter or on the Homestay Facebook service we process the data using **Legitimate Interest** i.e. you are able to access an extensive range of information in exchange for supplying your information, and we have a relationship where the balance of benefits is in your favour. You always have a choice in the management of your data in this manner and can opt out of processing under this basis at any time.

- Where you provide data in the course of becoming a Homestay provider, an employee or for the purchase of a course we process your data under **Contract** i.e. your data is necessary for the fulfilment of the service.
- We will only use your information where we're allowed to by law e.g. carrying out an agreement we have with you, fulfilling a legal obligation, because we have a legitimate business interest or where you agree to it.

#### **4. How long do we hold onto your data.**

Because we collect data for a wide range of purposes, we do not have a singularly defined retention period. We'll keep your information for as long as you have a relationship with us. After the relationship ends, we will keep it where we may need it for our legitimate purposes e.g. to help us respond to queries or complaints.

After this, data is managed to ensure that it is either erased from our system, minimised unless it is retained for Statutory or safeguarding reasons.

#### **5. Registering as a student/homestay provider**

The minimum information we need to register you, when applying through an agent, as a student is your name and date of birth. We will ask you more questions for different services e.g including dietary requirements. Unless we say otherwise you must answer all the registration questions.

For both students and homestay providers, we will process data collected for the purposes of facilitating your registration on the basis of 'contract' to deliver the service for which you have registered.

#### **6. Use of children's data**

We only collect and store any personal information about children under the age of 16 in the context of their stay with us during their course or as part of a homestay provider's profile.

#### **7. Who we share data with**

We will not share your personal information with others for marketing purposes unless you have given us your permission. If we have your permission, we will share your information only with other organisations we have chosen carefully.

We may make other organisations' services available, through our sites, although we are not necessarily operating these sites e.g. You Tube or Vimeo. We process any information which we collect when you access a service provided by another organisation under this privacy policy. Information these other organisations collect is governed by their own privacy policies.

We can access and release personal information to keep to relevant laws and government requests, to operate our systems properly and to protect both us and our users.

Any other organisations who access your information in the course of providing services on our behalf will be governed by contractual restrictions to make sure that they protect your information and keep to data protection and privacy laws which apply. We may also independently audit these service providers to make sure that they meet our standards. Some service providers may hold data on servers based outside the EEA or countries deemed adequate by the European Data Protection Board (EDPB), for example Google drive and Xero Accounting software.

Other providers we may share your data with include for example as a Homestay provider if you apply for a DBS through us then your information is passed to Mayflower Disclosure Services Ltd, your mobile number is entered into a 3rd party business text messaging service to assist us with group messaging.

We will share your information with Government, law enforcement agencies, the courts and regulatory bodies when legally permitted to or where required to protect you.

## **8. Transferring your information overseas**

Your information may be transferred and stored in countries outside the European Economic Area (EEA), including some that may not have laws that provide the same level of protection for personal information. For example, if we work with a Chinese agent, they will receive a homestay list for their group before arrival. When we do this, we'll ensure it has an appropriate level of protection. Also we use Google Drive to store data, whose servers may be based in the USA and Xero Accounting software, a New Zealand company whose servers are based in the USA.

## **9. Use of cookies**

A third party web host uses cookies on Hello! Exmouth websites for a number of reasons

1. Google Analytics is used on Hello! Exmouth websites for anonymous reporting of the site usage. If you would like to opt-out of Google Analytics monitoring your behaviour on our sites please use this link <https://tools.google.com/dlpage/gaoptout>
2. We may use "Flash" cookies to store your preferences for your media player (for example volume and so on). If we don't use them you may not be able to watch some video content.
3. You can turn cookies off but if you do this, you may not be able to use all services on our websites and you might see more pop-ups and other advertising. This is because we won't be able to limit what you see by using cookies. However, you will still be able to see our editorial content.

By using Hello! Exmouth websites you are agreeing to the use of cookies as described.

## **10. Social Media Platforms**

Communications, engagement and actions taken through external social media platforms that this web site participate on will be governed by their own policy on the way they process your personal data when you access their sites.

Users are advised to participate social media platforms wisely and communicate / engage upon them with due care and caution in regard to their own privacy and personal details. The website nor its owners will never ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

## **11. The security of your information**

We have controls and processes in place to minimise the risk of a data breach occurring. In the event that a breach does occur, we will take appropriate steps to deal with it and will try our best to minimise the impact on individuals.

## **12. Your rights**

You have a number of rights relating to your information e.g. to see what we hold, to ask us to share it with another party, ask us to update incorrect or incomplete details, to object to or restrict processing of it, to make a complaint etc.

You have the right to lodge a complaint with a supervisory authority. In the UK this is the Information Commissioner's Office (ICO)

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

Telephone: +44 (0) 03031231113

## **13. Updating your personal information**

Under the General Data Protection Regulation, you have the right to rectify, erase or restrict the processing of your data without undue delay. You may also request access to the data we hold on you.

To do this or to update your personal information at any time please contact:-

Operations Manager -Laura Drake

Email: [laura@helloexmouth.co.uk](mailto:laura@helloexmouth.co.uk)

#### **14. Changes to this privacy notice**

This privacy notice has been written to comply with the General Data Protection Regulations (GDPR, May 2018). We keep our privacy notice under regular review and will post any updated notice on our website. We'll flag any updates made in the current year here. If we are required by law, we will obtain your consent to make these changes. If you would like further information about the updates to our privacy notice, please contact us.

Date: March 2019

Review date: March 2020