

# Customer Privacy Notice

## Who does this Privacy Notice apply to?

This Privacy Notice is for:-

- students attending English language or exam preparation classes
- students using our accommodation or leisure services
- students attending our teacher training courses
- exam candidates
- adults acting as a Group Leader in a U18s programme

## When do we collect information about you?

We collect information about you when:

- you or your representative contacts us to enquire about our services
- you or your representative contacts us to book our services
- you or your representative completes our forms which ask for additional personal information relevant to the delivery of our services. This may be before or during your study period with us
- you interact with us on social media or on our website
- you give us feedback using our questionnaires or other feedback tools

## What information do we collect about you?

We collect information about you such as:

- your name
- your date of birth
- your contact details including your phone number, address and email address
- information to biometrically identify you (e.g. your passport/visa/ID card)
- information relating to your course/accommodation booking
- religious and cultural information about you which is relevant to the delivery of your course/accommodation booking (e.g. halal diet)
- information about your health and personal welfare
- financial information about your booking (e.g. your invoice, your receipts, your bank details)
- your next of kin / emergency contact details
- photos, videos and/or testimonials from you about your experience of studying at LILA
- any feedback or complaints that you or your representative give us

## Why do we collect this information and what will we do with it?

Your data will be used to:

- deliver the services that you have booked

- safeguard your health, safety and well-being
- meet our legal and accreditation obligations
- understand our customers and improve our services
- promote LILA and its services

We may send information to you about other services or news about LILA\* that might interest you; this is only done when you have given us consent to do so.

We will only use photos, videos and testimonials from you when you have given us specific consent to do so.

## Who might we share your information with?

We share information about you with:

- your Educational Tour Operator (ETO) when you have booked through another company
- your supervisor when you are a scholarship student
- other companies/people who are delivering services on our behalf e.g. airport transfers, accommodation providers, leisure activities
- external bodies where there is a legal need to do so
- our accrediting bodies where there is a requirement to do so
- the general public where the information is being used for promotional purposes

We do not sell your information at any time.

We are responsible for securing the data about you which is held, processed or sent using our systems. We are not responsible for the security of systems used by others, such as our partners.

## How long do we keep hold of your information?

We will not keep your identifiable information longer than needed. This might be to achieve its original purpose or to meet our legal obligations.

You have the right to ask that we delete the information we hold about you.

## How can I access the information you hold about me?

You can request access to the information that we hold about you by writing to:

**Victoria Lee**

Director of Operations

[Victoria@lilalovetolearn.com](mailto:Victoria@lilalovetolearn.com)

You have the right to see this information and to request changes where there are errors.

## Where can I find out more about my rights?

You can find out more about your rights by visiting the Information Commissioner's Office website at [www.ico.org.uk](http://www.ico.org.uk).