

PRIVACY POLICY – SPANISH CONNECTION LANGUAGE SCHOOL

This Privacy Policy, together with our Terms and Conditions, sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. This Privacy Policy also sets out how you can instruct us if you prefer to limit the use of that personal data and the procedures that we have in place to safeguard your privacy. For the purpose of the Data Protection Act 1998 (the "Act"), the data controller is Spanish Connection Language School Ltd. ("Spanish Connection", "us", "our" or "we").

By using the website www.spanishconnection.org.uk (the "Website") or submitting information to us, you give your consent to our collection, use and disclosure of your personal information in accordance with this Privacy Policy. If you do not agree with this Privacy Policy, you must not use the Website or submit information to us through or in connection with the Website or otherwise.

Please read the following carefully:

1 INFORMATION WE MAY COLLECT FROM YOU

Spanish Connection Language School Ltd. may monitor visits to the Website, in order principally, to ensure that it is easy to navigate, identify the areas that are of particular interest to visitors and generally improve the Website and services offered. The information Spanish Connection Language School Ltd. collects in this process will not identify you as an individual and it does not seek to identify individual visitors unless they volunteer their contact details through one of the forms on the Website. In some circumstances Spanish Connection Language School Ltd. records may identify organisations visiting the Website and Spanish Connection Language School Ltd. may use that information in managing its relationship with those organisations, for example, in considering how to develop the services that it offers. We may collect the following information from you regarding:

- any business information that you submit such as the name of your company and/or trading name (contact person and position within the company, website address, type of activity of your company and the number of employees) and your full address with contact details and email address;
- information that you provide by filling in forms and submitting information over the phone, by post, email, fax or on the Website. This includes information provided on registration, subscribing to any one of our services, through surveys, by posting material on the Website or by requesting services from us;
- if you contact us, whether through the Website or otherwise (for example, by post, email, fax, phone, text message) we may keep a record of that correspondence. For example, if you submit a query, a complaint or a refund request, report a problem with our service or Website, or otherwise liaise with our customer service, technical support or any other department in our company we may keep such record;
- we may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them;

The above information may include any personal information that relates to and identifies you, including but not limited to your name, postal address, e-mail address, telephone number, bank account details, and any other information collected as set out in the above list.

2 HOW WE MAY USE THE INFORMATION COLLECTED FROM YOU

We may process this information for the purpose of:

- informing you about services provided and events organised by the Spanish Connection Language School Ltd. that may be of interest to you;
- administering registration and billing records;
- providing and personalising our products or services;
- providing you access to all parts or features of our services or the Website;
- communicating with you on any matter relating to the provision of Spanish Connection Language School Ltd. services;
- dealing with your inquiries and requests, including contacting you if necessary;
- notifying you about changes to our services;
- improving and developing our services or the Website;
- ensuring that content from our Website is presented in the most effective manner for you and for your computer or mobile device;

We may also use your personal information to use your data, to provide you with information about goods and services which may be of interest to you and we or they may contact you about these by email, post or telephone.

If you prefer not to receive information from Spanish Connection Language School Ltd., please send an e-mail message to spanishconnect@aol.com at any time.

3 INFORMATION SECURITY

The internet is not a secure medium. However, we have put in place various security procedures with regards to the Website and your electronic communications with us, as set out in this policy.

Please be aware that communications over the internet, such as emails/webmails are not secure unless they have been encrypted. We cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

We believe that we have appropriate policies, rules and technical measures to protect the personal data that we have under our control (having regard to the type and amount of that data) from unauthorised access, improper use or disclosure, unauthorised modification, unlawful destruction or accidental loss.

All of our employees and data processors that have access to, and are associated with, the processing of your personal information are obliged to respect the confidentiality of our visitors' information.

We may need to disclose your data, if required by law or when requested to by regulatory bodies or law enforcement organisations, which may use your data for regulatory purposes.

4 YOUR RIGHTS OF ACCESS IN RELATION TO YOUR INFORMATION

You can write to us at any time to obtain a copy of your information and to have any inaccuracies corrected. Where appropriate, you may have your personal information erased, rectified, amended or completed. Please write to 1/3 Canfield Place, London, NW6 3BT, or email us spanishconnect@aol.com and please quote your name and address.

We should be grateful if you would also provide brief details of the information of which you would like a copy or which you would like to be corrected (this helps us to more readily locate your data).

We will require proof of your identity before providing you with details of any personal information we may hold about you. We may charge a fee of £10 to cover the administration costs involved in providing you with a copy of your information.

5 YOUR CONSENT AND CHANGES TO THIS PRIVACY POLICY

By submitting any personal information to us, you consent to the use of information as set out in this Privacy Policy. We reserve the right to amend or modify this Privacy Policy and if we do so we will post the changes on the Website. It is your responsibility to check the Privacy Policy every time you submit information to us or place an order. Use will signify that you agree to any such changes.