

Privacy Policy

The English Academy Privacy Policy

This Privacy Policy forms part of the Terms and Conditions and covers The English Academy Website available at:

www.theenglishacademy@hotmail.co.uk

We will make every effort to protect the personal information that you provide us with and are committed to respecting your right to privacy.

If you have any requests concerning your personal information or any queries as to how we use your personal information please contact us at;
theenglishacademy@hotmail.co.uk

1. Information we collect

We collect personal information from visitors to the Websites through the use of online forms, where you respond to surveys, where you register as a user of the Websites, every time you email us your details and every time you contact us. You may visit the Websites without registering.

2. Use of personal information

We use the personal information collected via the Websites for the purposes of:

2.1 providing, improving and personalising our services and the Websites;

2.2 dealing with your inquiries and requests;

2.3 administering registered user records;

2.4 generating anonymous reports about the use of the Websites;

2.6 providing you with information and news about our programmes, events and services;

2.7 providing reservation or booking services when you register online for our seminars and events; and

2.8 contacting you to ask you to participate in marketing and academic surveys.

If you register on the Websites we may use the personal information we collect from you to send you information about our activities and programmes by email. You may choose not to receive information about our activities and programmes when you register or if you do not opt out of receiving marketing communications when we

collect your personal information, by sending us an email at thenglishacademy@hotmail.co.uk

We may also use and disclose information in aggregate (so that no individuals are identified) for marketing and strategic development purposes.

We will retain the personal information we collect from the Websites in accordance with our data retention policy.

3. Use of cookies

A cookie is a small piece of information sent by a web server to a web browser, which enables the server to collect information from the browser. You can find out more about the use of cookies on <http://www.allaboutcookies.org/>. We use cookies to identify you when you visit the Websites and to keep track of your browsing patterns and build up a demographic profile. We also use cookies to understand who has seen which of the pages on the Websites and to determine the most popular areas of the Websites so that we can improve and develop the Websites.

Our use of cookies also allows registered users to be presented with a personalised version of the Websites and have access to information about their account.

Most browsers allow you to turn off cookies or to receive a warning before a cookie is stored on your hard drive. Please refer to your browser instructions or help screen to learn more about how to do this. However, should you decide to disable any cookies we place on your computer you may not be able to use certain services or facilities on the Websites. Switching off cookies will restrict your use of the Websites.

4. Disclosure of your personal information

We will only disclose personal information we collect from you from the Websites to:

4.1 the schools, colleges, education centres, local authorities, community centres or any other entity that provides training courses to individuals taking a qualification awarded by us (each a “**Registered Examination Centre**”) to the extent necessary for the Registered Examination Centre to provide the training course you are registered for;

4.2 legal persons contracted by us to carry out the roles of examiner, marker, advisor, moderator, tutor, consultant, representative or other similar roles on our behalf in the context of our provision of qualifications;

4.3 as required by law and/or to government bodies and law enforcement agencies;

4.4 to successors in title to our business; and

4.5 to suppliers we engage to process data on our behalf.

5. Other Websites

The Websites contain links to other Websites which are outside our control and are not covered by this Privacy Policy. If you access other Websites using the links provided, the operators of these Websites may collect personal information from you which will be used by them in accordance with their privacy policy, which may differ from ours.

6. Access to your personal information

You have a right to access the personal information we hold about you. To obtain a copy of the personal information we hold about you, please write to us at theenglishacademy@hotmail.co.uk.

7. Security

We endeavour to take all reasonable steps to protect your personal information. All the personal information we collect is stored securely on our servers and we use secure internet protocols to protect data collection and processing.

Furthermore, by using the Websites, you consent to the transfer of your personal information outside of the European Economic Area (which although we will take all steps reasonably necessary to ensure that your information is treated in accordance with this Privacy Policy, may not provide the same protection for such information as the European Economic Area provides) in the event that the processing of your information involves such a transfer.

8. Internet-based transfers

Given that the Internet is a global environment, using the Internet to collect and process personal information necessarily involves the transmission of data on an international basis. Therefore, by browsing the Websites and communicating electronically with us, you acknowledge our processing of personal information in this way. However, we will endeavour to protect all personal information collected through the Websites in accordance with strict data protection standards.

9. Changes to this Privacy Policy

From time to time we may update this Privacy Policy. When we do we will publish the changes on the Websites. If you do not agree to these changes, please do not continue to use the Websites. If material changes are made to this Privacy Policy, we will notify you by email or by placing a prominent notice on the Websites.