



New Forest Language School

Where English doesn't stop in the classroom!

DATA PROTECTION POLICY

New Forest Language School ("NFLS") is committed to ensuring that your privacy is protected. This privacy policy explains how we use the information we collect about you, how you can instruct us if you prefer to limit the use of that information and procedures that we have in place to safeguard your privacy.

Any personal data collected by or passed on to New Forest Language School is used in accordance with UK data protection legislation.

1. The information we collect and how we use it

NFLS collects information from students and their parents or guardians as well as from host families and others living in their households. As well as names, address, telephone number and email we collect more detailed information, including bank details, in order to ensure appropriate course placement and accommodation. During the course we collect information about students to provide feedback to parents, schools and /or institutions should the need arise.

On our website and in our promotional printed materials we sometimes publish testimonials from students and parents. We will always seek your consent for this. We use the formula "Mother / father of Christopher, age 13, from Iceland" to avoid close personal identification. On our website we will publish reports and other written work by our students under the Events side link. Each publication will only mention the student's name and age. We will always seek your consent on our consent form at the time of booking.

The main purposes for which the information is used are:

- To place students according to their needs and special requirement in appropriate host families that can accommodate their needs
- To put students and host families in contact with each other prior to course begin
- To tailor individual required course programmes
- To pass on student details to other services to ensure smooth running of the course
- To provide information about our courses and programmes
- Administration of our courses and programmes
- Attendance records
- Statistical analysis
- Marketing
- The accounting position of NFLS
- In the case of illness or emergency, medical treatment.

NFLS will only disclose personal data on a limited, need-to-know basis. Whenever possible we will make data anonymous and only pass on details on the understanding that there must be no further disclosure of such personal data by the third party. Such third parties may include car transfer agencies, host families, employees, parties used to provide other activities and professional advisors such as our accountants. In case of illness or emergency this involves appropriate medical personnel, nurses and hospitals.

We may also wish to provide information about special features of our services or products we think may be of interest to you. If you would rather not receive this information, please confirm this by e-mail message.

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or to comply with a judicial proceeding, court order, or legal process served on our Web site.

2. How we protect your information

No method of transmission over the Internet, or electronic storage, is 100% secure. Therefore, although we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security. Should we receive personal data through third parties such as companies or other organisations we treat such data with the same care as data we have collected through our own website. NFLS is not responsible for the privacy policies of third parties.

3. Updating your details

If you no longer wish to receive emails or postal communications from us, or if your personally identifiable information changes, you may correct, update, or delete the information that we hold about you or your child by contacting us using the contact details listed below. Verification, updating or amendment of personal data will take place within 5 working days of receipt of the request.

4. Your consent

By submitting your information you consent to the use of that information as set out in this policy. If we change our privacy policy we will post the changes on this page, and may place notices on other pages of the website, so that you may be aware of the information we collect and how we use it at all times. We will also e-mail you should we make any changes so that you may consent to our use of your information in that way. Continued use of the service will signify that you agree to any such changes.

Owing to the global nature of the Internet infrastructure, the information you provide may be transferred in transit to countries outside the European Economic Area that do not have similar protections in place regarding your data and its use as set out in this policy. However, we have taken the steps outlined above to try to improve the security of your information. By submitting your information you consent to these transfers.

5. Photographs

During our courses we take some photos of our students: in the classroom and during activities and excursions. We sometimes use these pictures to create newsletters that students will take home at the end of their course or in our promotional material (website, leaflets, facebook, etc.). We will always seek your consent on our consent form at the time of booking.

6 How to contact NFLS

We welcome your views about our website and our privacy policy. If you would like to contact us with any queries or comments please send us an e-mail.

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June 2011