

Privacy Notice

This privacy policy applies to the business and websites of:
Julie Olliero – Language Services
44 Pine Place, Glasgow, G5 0BX

Tel: +44 7762428875
E-Mail: julie@learnfrenchglasgow.co.uk

Operating under licence to La Jolie Ronde Ltd. Licence agreement number: 15649.

In accordance with the General Data Protection Regulation and related UK and Republic of Ireland data protection legislation, we are committed to protecting the confidentiality and security of the information that you provide to us.

This Privacy Notice is designed to help you understand how we collect and use your information.

If you have any questions or queries about this policy, please contact us.

Who we are

Any reference to “we”, “us”, or “our” in this notice means Julie Olliero – Language Services.

How to contact us:

For any questions or concerns relating to this Privacy Policy or our data protection practices, or to make a subject access or any other request regarding the information we hold, please contact us at:

Julie Olliero – Language Services, 44 Pine Place, Glasgow, G5 0BX

Tel: +44 7762428875, E-Mail: julie@learnfrenchglasgow.co.uk, Website:
<http://www.learnfrenchglasgow.co.uk>

Why we need and how we use your personal information

We only collect, use and store your information where we have lawful grounds and legitimate business reasons to do so.

We collect, use and store your personal information to fulfil requests for information, and supply of products and services as part of our extra-curricular languages classes.

The use of your data is essential for us to manage our agreements with you. We may also use it to keep our records up to date, to notify you about changes to our service and to help us in developing new products and services.

If you do not provide the information required, we are unlikely to be able to meet our agreement with you and may not be able to provide products and/or services to you.

We may monitor calls, emails, text messages and other communications with you. When you contact us, we may keep a record of that correspondence and any information provided to us during that or any subsequent communication.

Marketing

We would like to keep you updated about our relevant products and services by email, SMS and/or telephone. If we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes we will only do so with your consent. Your consent will be obtained specifically at the appropriate time.

If you have already consented and wish us to stop using your information for this purpose or any other purpose, then please contact us.

Nature of personal information

Personal data is any information that may identify a living individual.

We collect personal information such as child's name, address, date of birth, gender, health / allergy information, photographs, parent / carers name and contact details and other personal details depending on the nature of the services we offer.

Sharing information

We will only supply your personal information to other parties where such a transfer is a necessary part of the activities that we undertake, where you give us consent or where we are required to do so by law or regulation (e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime).

We only share your information if we are satisfied that our partners or suppliers have sufficient measures in place to protect your information in the same way that we do.

We may also disclose personal information to new owners of our business if we are subject to a merger or acquisition. Disclosure may also be made to enable audits, regulatory inspections or to investigate a complaint, suspicion of fraud or a security threat.

We never share your information outside our organisation for marketing purposes.

You understand that we may disclose the information you provide to relevant other parties for the purposes described in this Notice.

Transfer of personal data outside the EU

Certain personal information held on our Information Technology systems may be transferred across geographical borders in accordance with applicable law.

By providing us with your information, you consent to the collection, international transfer, storage, and processing of your information. These transfers are governed by European Union (EU) standard contractual clauses or equivalent data transfer agreements to protect the security and confidentiality of personal information.

How long we keep information about you

We will keep your information for as long as it is required to enable us to provide goods and services to you and respond to any claims or complaints. Once we decide that we no longer need your information it will be securely and confidentially destroyed.

Our websites

Our websites do not collect any personal data and no cookies operate on our sites.

Your data protection rights

You have certain legal rights under UK and Republic of Ireland data protection law and regulations, summarised as follows:

- **The right to be informed** about our data processing activities, including through Privacy Notices such as this.
- **The right of access** to the personal information we hold about you. To request a copy of this information you must make a subject access request in writing to us.
- **The right of rectification**. You may ask us to correct any inaccurate or incomplete data within one month.
- **The right to erasure and to restrict processing**. You have the right to have your personal data erased and to prevent processing except where we have a legal obligation to process your personal information. You should bear in mind that by exercising this right you may hinder or prevent our ability to provide products and services.
- **The right to data portability**. On your request, we will provide you with your personal data in a structured format.
- **The right to object**. You have rights in relation to automated decision making and profiling to reduce the risk that a potentially damaging decision is taken without human intervention. You can object to your personal data being used for profiling, direct marketing or research purposes.

If you want to invoke any of these rights, please write to us at the above address.

Withdrawal of consent

Where you have provided your specific consent to the use of personal data, you may withdraw that consent by contacting us at the above address.

How to make a complaint

If you wish to make a complaint about how we hold or use your data, please contact us at the above address.

If you are dissatisfied with how we deal with your complaint, you may contact either La Jolie Ronde Ltd or the relevant Data Protection body in your country of residence.

La Jolie Ronde, 43 Long Acre, Bingham, Nottingham, NG13 8AG, UK; Phone: +44 (0)1949 839715, Website: www.lajolieronde.co.uk

UK: The Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF; Phone: +44 1625 545 700; Website: www.ico.gov.uk

Republic of Ireland: Data Protection Commission, Canal House, Station Road, Portllington, R32 AP23, Co. Laois; Phone: +353 (0)761 104 800; Website: www.dataprotection.ie

We may amend this Privacy Policy from time to time for example, to keep it up to date or to comply with legal requirements. The latest version of this policy is available from the above address.