

# BEA PRIVACY

## OUR COMMITMENT TO YOUR PRIVACY

Your privacy is important to us. We collect personal data about you and want you to know how, why and where we store and handle your data.

### Why we collect your data

We collect your data to allow us to deliver you the best experience we can when you study at BEA. Some of the data we collect is because we are legally required to (for example visas and passport details) and some data is collected so that we can ensure your safety and welfare. BEA also operates CCTV cameras to make sure the welfare of staff and students and the protection of the buildings and equipment

### How we collect your data

Most of the personal data we collect about you is from admissions forms, but we also collect data on your first day at the school and may update this throughout your time at BEA.

### When We'll share your data

We'll sometimes share data with third parties to help us deliver a better service for you. For example, if you want us to arrange accommodation or trips for you. We may need to share some of your data with government agencies because we are required by law to do so. We may share photos of you on social media, our webpage or brochures. We will not sell your personal data to third parties and we will not pass on data that is not required. We will protect your data carefully.

### Your rights

You have many rights regarding your personal data, including seeing what data we keep, updating your information or asking us to delete your information.

Please find out more about your privacy by reading our [Privacy Policy](#).

# BEA Privacy Policy

## INTRODUCTION

BEA is committed to protecting and respecting your privacy. This policy is to help you understand how and why we collect personal information about you and what we do with that information. BEA is committed to protecting and respecting your privacy, we will never sell your data to third parties.

If you have any questions about this policy please contact the Privacy Manager, Sergio Orega, sergio@britannia-school.com, 01619234649.

## WHO WE ARE

The term “BEA” used in this document refers to Britannia English Academy Limited.

In this policy the terms “agent” and “agencies” refer to companies whose business involves arranging courses or other services for individuals or groups of individuals and choose BEA to provide these services. In cases where your primary relationship is with the agency, they are the “controller” of your data and BEA will only process data in a way they have agreed with you.

## WHAT IS PERSONAL INFORMATION?

Personal information is information that identifies you as an individual and relates to you or your child/children. Throughout the rest of this document “you” refers to adult students, students under 18 and their parents/guardians.

This personal information includes your contact details, next of kin, financial information, country of origin and mother tongue. We may also hold information such as your religion or ethnic group where this is required to provide appropriate services (for example in providing a Halal or Kosher diet). CCTV, photos and video recordings of you are also personal information.

## HOW AND WHY DOES BEA COLLECT AND USE PERSONAL INFORMATION?

We set out below examples of the different ways in which we use personal information and where this personal information comes from. BEA primary reason for using your personal information is to provide educational services to you.

We obtain information about you from admissions forms, forms that you fill on your first day at the school and from agencies you have contracted directly for the purpose of study where the agent has passed your details to us in order to fulfil their agreement with you. For BEA this is typically the provision of English or other educational courses.

We may have information about any family circumstances which might affect you or your child's welfare, happiness or safeguarding. We will also keep a log of any issues related to welfare/safeguarding and this may be discussed by the appropriate teams and referred to in meeting minutes.

We may have information about any medical or SEND issues that relate to you. This is to ensure that you have sufficient support, that we are prepared for emergencies and/or that your health and safety can be appropriately looked after.

We may need information about any court orders or criminal petitions which relate to you. This is so that we can safeguard the welfare and wellbeing of you and other students at our schools/summer schools. We use CCTV at our schools to make sure the school sites are safe and may use CCTV at our summer schools for the same reason. CCTV is not used in private areas such as toilets.

We may take photographs or videos of you at BEA events to use on social media and on the School website. This is to show prospective students what we do here and to advertise BEA and also because students often like their photos to be shared through social media so that they can show others/remember events/times at the school. We may continue to use these photographs and videos after you have left the School.

We may send you information to keep you up to date with what is happening at the School. For example, by sending you information about events and activities taking place and may contact you with offers for courses similar to one you have taken in the past.

We may use information about you if we need this for historical research purposes or for statistical purposes

## FINANCIAL INFORMATION

We will process financial information about you in relation to the payment of fees. In some cases, we get information about you from third parties such as agencies you have contracted.

## SHARING PERSONAL INFORMATION WITH THIRD PARTIES

In accordance with our legal obligations, we may share information with local authorities or UK Visas and Immigration (UKVI). We may also share information with our accrediting bodies including British Council and English UK. Where we have safeguarding concerns, we may contact the relevant Local Authority Designated Officer (LADO).

We may share information with third parties such as student residences, homestay hosts, transfer companies and excursion companies in order to fulfil our contract with you or the contract you have agreed with your agent. In these cases, we will only share what information is necessary to deliver the service.

For students sponsored by their government, we may need to share information with the relevant government department or embassy. This information may include details of your attendance and how much progress you are making in your learning.

On occasion, we may need to share information with the police.

We may also need to share information with our legal advisers for the purpose of obtaining legal advice.

Occasionally we may use consultants, experts and other advisors to assist BEA in fulfilling its obligations. We might need to share your information with them if this is relevant to their work.

We may share some information with our insurance company, for example, where there is a serious incident at the School.

If you have unpaid fees while you are studying at BEA schools/summer school, we may share information about this with other schools or educational establishments to which you intend to go.

If you leave us to attend another school, we may need to provide that school with information regarding your attendance.

If your child leaves us to attend another school, we may need to provide that school with information about you. For example, details of family circumstances for safeguarding reasons.

We may share information about you with others in your family, such as another parent or step-parent. For example, where this is part of our obligation to take care of your child, as part of our wider legal and regulatory obligations, or in connection with school fees.

We may need to share information if there is an emergency, for example, if you have an accident whilst on School premises.

## OUR LEGAL GROUNDS FOR USING YOUR INFORMATION

This section contains information about the legal basis that we are relying on when handling your information.

### **Legitimate interests**

This means that the processing is necessary for legitimate interests except where the processing is unfair to you. BEA relies on legitimate interests for most of the ways in which it uses your information.

Specifically, BEA has a legitimate interest in:

1. Providing educational services to you;
2. Safeguarding, promoting your health and safety and promoting your welfare;
3. Promoting the objectives and interests of BEA. This includes making sure that we are able to enforce our rights against you, for example, so that we can contact you if unpaid fees are due;
4. Facilitating the efficient operation of BEA;
5. Ensuring that all relevant legal obligations of BEA are complied with.

In addition, your personal information may be processed for the legitimate interests of others. For example, another school will have a legitimate interest in knowing if you have not paid fees that are due to us.

If you object to us using your information where we are relying on our legitimate interests as explained above, please speak to the Privacy Manager.

### **Necessary for a contract**

We will need to use your information in order to perform our obligations under our contract with you or contract you have entered with an agent for whom we are providing the required services. For example, we need the name and contact details of your next of kin in case of emergency and require the contact details of the legal guardian for under 18 students so that we can update parents on their child's progress and contact them if there is a concern.

### **Legal obligation**

Where BEA needs to use your information in order to comply with a legal obligation, for example to report a concern to Children's Services, we may also have to disclose your information to third parties such as the courts, the local authority or the police where legally obliged to do so.

### **Vital interests**

For example, to prevent someone from being seriously harmed or killed.

### **Public interest**

BEA considers that it is acting in the public interest when providing education services.

BEA must also comply with an additional condition where it processes special categories of personal information. These special categories are as follows: personal information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic information, biometric information, health information, and information about sex life or orientation. In most cases BEA will not process any of the information above, however religious beliefs may be processed where we are providing food appropriate for a particular religious group, health information may be processed where it allows us to promote your safety and mother tongue/country of origin is used to promote your education since it is useful for teachers to best plan their courses for the needs of their students.

### **Considerable public interest**

The processing is necessary for reasons of substantial public interest.

### **Essential interests:**

To protect the vital interests of any person where that person cannot give consent, for example, if they are seriously hurt and are unconscious.

### **Legal claims:**

The processing is necessary for the establishment, exercise or defence of legal claims. This allows us to share information with our legal advisors and insurers.

### Medical purposes

This includes medical treatment and the management of healthcare services.

We may ask for your consent to use your information in certain ways. If we ask for your consent to use your personal information, you can withdraw this consent at any time. Any use of your information before you withdraw your consent remains valid. Please speak to the Privacy Manager if you would like to withdraw any consent given.

## **AS DATA PROCESSOR RATHER THAN CONTROLLER**

For instances where your primary relationship is with an agent or other company which has selected/advised BEA to provide contracted services, BEA serves as the data processor. This means that we will only process your data in order to provide the contracted services. Should you wish BEA to process your information in any way beyond this (for example you would like us to share your graduation photo on social media), this must have been agreed with the data controller.

## **SENDING INFORMATION TO OTHER COUNTRIES**

We may send your information to other countries where:

- we store information on computer servers based within the EEA.

or

- we communicate with you when you are overseas (for example, during a holiday if you live in a different country).

The European Commission has produced a list of countries which have adequate data protection rules. The list can be found here:

[http://ec.europa.eu/justice/dataprotection/internationaltransfers/adequacy/index\\_en.htm](http://ec.europa.eu/justice/dataprotection/internationaltransfers/adequacy/index_en.htm)

If the country that we are sending your information to is not on the list or is not a country within the EEA (which means the European Union, Liechtenstein, Norway and Iceland) then it might not have the same level of protection for personal information as there is in the UK.

## FOR HOW LONG DO WE KEEP YOUR INFORMATION?

We keep your information for as long as we need to in order to provide the services that you or your agency have contracted us for. Our core business is Education. We will keep some information after you have left the BEA, for example, so that we can find out what happened if you make a complaint. We will also keep some of your information in case you apply to return to study with BEA and potentially to advise you of offers for courses similar to ones you have studied in the past. In normal circumstances we will delete all of your data after 6 years.

In exceptional circumstances we may keep your information for a longer time than usual but we would only do so if we had a good reason and only if we are allowed to do so under data protection law.

We can keep information about you for a very long time or even indefinitely if we need this for historical, research or statistical purposes. For example, if we consider the information might be useful if someone wanted to write a book about BEA.

## WHAT DECISIONS CAN YOU MAKE ABOUT YOUR INFORMATION?

From May 2018 data protection legislation gives you a number of rights regarding your information. Some of these are new rights whilst others build on your existing rights. Your rights are as follows:

1. If information is incorrect you can ask us to correct it;
2. you can also ask what information we hold about you and be provided with a copy. We will also give you extra information, such as why we use this information about you, where it came from and what types of people we have sent it to;
3. you can ask us to delete the information that we hold about you in certain circumstances. For example, where we no longer need the information. In such cases we may keep sufficient information to ensure that you will not be re-added to our system in future;
4. you can ask us to send you, or another organisation, certain types of information about you in a format that can be read by computer;
5. you can ask us to send you, or another organisation, certain types of information about you in a format that can be read by computer;

The Privacy Manager can give you more information about your data protection rights.

## WHERE WE STORE YOUR PERSONAL DATA

All information you provide to us is stored on secure servers within the EEA and we will take reasonable steps to protect your information including without limitation:

1. installing a secure firewall;
2. using antivirus protection software;
3. encrypting data;
4. carrying out regular back-ups.

## FURTHER INFORMATION AND GUIDANCE

The Privacy Manager is the person responsible at BEA for managing how we look after personal information and deciding how it is shared. The Privacy Manager is Sergio Orenga and he can be contacted by email: [sergio@britannia-school.com](mailto:sergio@britannia-school.com) or telephone: 01619234649

Like other organisations we need to keep your information safe, up to date, only use it for what we said we would, destroy it when we no longer need it and, most importantly, treat the information we get fairly.

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- you object to us using your information for marketing purposes e.g. to send you information about BEA products. We will stop using your information for marketing purposes if you tell us not to;

Or

- you would prefer that certain information is kept confidential.

If you consider that we have not acted properly when using your personal information, you can contact the Information Commissioner's Office – <https://ico.org.uk>.