

# Privacy Policy

Clare English Language School (“CELS”) is committed to protecting your privacy and treats all personal data entrusted to us with the highest degree of security and confidentiality. The purpose of this document is to inform you of the ways in which CELS processes your data and what rights you have in relation to this processing. It is important that you read this document carefully.

## Statement of GDPR Compliance

All data is gathered and processed in accordance with data protection legislation, including the EU’s General Data Protection Regulation (GDPR), effective May 2018, and future implementing legislation in Ireland.

## Identity of Data Controller

CELS operates as a Data Controller, determining the purposes and means of processing personal data. CELS can be contacted by calling +353 61 923024 or emailing alan@cels.ie. The CELS office is located at Sonas, Ogonnelloe, Scariff, Co. Clare, Ireland V94 T9P7.

## Legal Basis

CELS gathers and processes personal data on the basis of consent. Your information is used only to send you the information about Clare English Language School which you have agreed to receive, Consent for this may be withdrawn at any time.

## How Data is Collected on Our Website

Personal data is collected on our website in the following way:

- Names, addresses, email addresses, phone numbers and other information, is collected via the Booking Form when participation in one of our courses is sought. This information is crucial when participants come to Ireland in order to attend one of our courses. This information (which may include dietary issues, medical conditions, age and other items freely given on the Booking Form) is shared within the CELS organization such as Teachers, Workshop Leaders, Excursion Leaders, Meet & Greet Representatives, Host Families and other third parties that we contract to provide services. The purpose for sharing this information is to make the participants’ time in Ireland a safe and enjoyable one.
- Participants are asked to give their consent (which they may refuse to do) for being added to our mailing list. Consent may also be asked when and if participants and/or their parents complete our on-line survey when we ask for feedback. People inquiring about courses may also be asked for their consent for being added to our mailing list.

## How Your Data is Used

CELS uses personal data for the purposes of e-mail and direct mail communication and for the promotion of its courses.

Personal data is held and processed until such time as you communicate to us in writing that you wish for them to be removed. Data is retained by CELS at its office in Ogonnelloe, Scariff, Co. Clare, Ireland. CELS contracts with trusted third parties in order to provide services which CELS is not able to offer on its own. Examples of authorised third party data processors include MailChimp, Mouseflow and Survey Monkey..

CELS never sells or rents personal data to any third parties and will not share your personal information with an unauthorised third party unless required to do so by law.

*MailChimp* processes data in the United States and adheres to the EU-U.S. Privacy Shield framework, which certifies the responsible and compliant handling of personal data between these entities. MailChimp facilitates the collection and storage of contact details for CELS, which allows us to create distribution lists and send emails including marketing communications. Data may be transferred to MailChimp sub-processors which perform critical services for MailChimp such as the prevention of abuse and customer support. For more information, see MailChimp's Privacy Policy.

## **Your Rights**

You have many legal rights when it comes to the personal data you provide. These include the right to withdraw your consent at any time, to know what data is being held about you, to request the removal of your personal data from all CELS records and to have this action completed in a timely manner, to object to certain processing of your data, to restrict how your data is used and to lodge a complaint about the handling of your data with a supervisory authority.

You may exercise any of these rights by submitting a written request to Clare English Language School at alan@cels.ie or by post to:

Clare English Language School

Sonass

Ogonnelloe

Scariff, Co. Clare

Ireland

V94 T9P7

You can also automatically unsubscribe from our bulk emails at any time by selecting the 'unsubscribe' option at the bottom of any CELS bulk promotional emails.

## **Data Breach Policy**

Clare English Language School takes the necessary measures to ensure your personal data is protected. In the unlikely event of a significant data breach, Ireland's Data Protection Commissioner and all affected individuals will be notified within the required legal time frame.

## **Other Matters**

Clare English Language School reserves the right to make amendments to this Privacy Policy at any time without notice.

*Alan Williamson*      *25 May 2018*