



PRIVACY NOTICE

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Introduction

This privacy policy will explain how we HIL Liverpool use the personal data we collect from you when you use our website.

What data do we collect?

Personal identification information (name, email address, phone number, nationality, address, passport and visa information)

How do we collect your data?

You directly provide HIL Liverpool with most of the data we collect. We collect data and process data when you:

- Register online for any one of our courses.
- Register for any one of our courses in the school.
- Voluntarily complete a customer survey or provide feedback on any of our courses or services (via forms or email).
- Use or view our website via your browser's cookies.
- Voluntarily fill in a consent form to allow us to use your name, photos or videos on our social media and/or website.

How will we use your data?

HIL Liverpool collects your data so we can:

- Process your order, enrol you into the appropriate course and manage your account
- Keep you updated on any changes regarding your classes and request your feedback on the classes you have attended
- As part of keeping you updated regarding your classes and homework you will be added to a Whatsapp group for your class with your teacher, the other members of your class, and other essential members of staff, which necessarily requires your mobile phone number to be visible to the other members of the class Whatsapp group. **As part of your enrolment you will be asked to consent to this use. Please contact us immediately if you do not wish for your data to be used in this way.** You will be removed from the Whatsapp group when you end your course of study with us or change classes.
- Send you digital invoices for payment
- With your express consent, email or text you (mainly via WhatsApp) with special offers and courses we think you may like
- With your express consent, use your photos and videos for marketing purposes on our website and social media channels

When you have successfully enrolled and paid for your course, HIL Liverpool will send you a confirmation email or Whatsapp message containing confirmation of the above.

How do we store your data?

HIL Liverpool security stores your data at our office at 36 Windsor Street, Liverpool, L8 1XF. Most of our data is stored digitally in computers with high measures of security and passwords are changed regularly. However, paper forms are stored in locked filing cabinets inside our offices which are locked with copyrighted keys.

HIL Liverpool will keep your digital and physical data for the duration of your course and kept therein for a period of 2 years. Once this period has expired, we will delete you data from our computers and the recycled bins emptied and any physical data shredded.

Marketing

HIL Liverpool would like to send you information about products, events and services of ours that we think you might like, as well as those of our partner companies:

- Bridge2 Liverpool

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop HIL Liverpool from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please click here or email admin@hilliverpool.com

What are your data protection rights?

HIL Liverpool would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access: You have the right to request HIL Liverpool for copies of your personal data.

The right to rectification: You have the right to request that HIL Liverpool correct any information you believe is inaccurate. You also have the right to request HIL Liverpool to complete information you believe is incomplete.

The right to erasure: You have the right to request that HIL Liverpool erase your personal data, under certain conditions.

The right to restrict processing: You have the right to request that HIL Liverpool restrict the processing of your personal data, under certain conditions.

The right to object to processing: You have the right to object to HIL Liverpool's processing of your personal data, under certain conditions.

The right to data portability: You have the right to request that HIL Liverpool transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: admin@hilliverpool.com. Or call us at: 0151 280 1490 / 07983 282928. Or write to us: 36, Windsor Street, Liverpool, L8 1XF.

What are cookies?

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit www.allaboutcookies.org.

How do we use cookies?

HIL Liverpool uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- Functionality - HIL Liverpool uses these cookies so that we recognise you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- Advertising - HIL Liverpool uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address.

How to manage cookies

You can set your browser to not accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function well as a result.

Privacy policies of other websites

The HIL Liverpool website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

HIL Liverpool keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 9 October 2020.

How to contact us

Email us at: admin@hilliverpool.com

Call us: 0151 280 1490 / 07983 282928

Write to us: 36, Windsor Street, Liverpool, L8 1XF

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that HIL Liverpool has not addressed your concern in a satisfactory manner, you may contact the respective authorities using the link below:

<https://www.gov.uk/data-protection/make-a-complaint>

This Policy was approved & authorised by:

Name: Rauni Da Mota
Position: Director Principal
Date of first implementation: 02/05/2020
Review Date: 09/10/2020
Version: 2
Signature: _____

Rauni da Mota

Monitoring Policy

The policy will be monitored on an on-going basis, monitoring of the policy is essential to assess how effective the Company has been.

Reviewing Policy

This policy will be reviewed and, if necessary, revised in the light of legislative or codes of practice and organisational changes. Improvements will be made to the management by learning from experience and the use of established reviews.

Policy review date: [09/10/2021]