



Queen's English Language School GDPR Policy

January 2026

This document lays out the GDPR Policy for Queen's English Language School and is periodically revised and updated if necessary.

Our reasons to collect personal data

We collect data for a wide range of purposes. Data is managed to ensure that it is either erased from our system when it is no longer required for the purpose for which it was collected, retained for legal reasons, or minimised and retained. Data is only stored electronically on our server and we do not make or keep paper copies.

Reasons and procedures for processing personal data are established by the **Information Commission** and data are collected on the following basis:

1. For all data collected as part of the process of enquiring about, applying for and booking a course or where you give us feedback about aspects of this provision, we process using Contract or **Recognised Legitimate Interests**, namely the process of completing the booking and ensuring necessary safeguarding. Where required by law to do so, we may also process your data under Legal Obligation.
2. Any processing of your data not directly related to the fulfilment of a booking, such as signing up for newsletters, is managed under Consent (including "soft opt-in" where permitted). During your stay at Queen's English Language School, we may take photographs or videos of you during school activities and the use and processing of these is also managed through Consent.
3. We may process any of your personal data identified in this policy where necessary for the exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure. The legal basis for this processing is Legitimate Interest, which is the protection and assertion of our legal rights, your legal rights and the legal rights of others.
4. We may process any of your personal data identified in this policy where necessary to obtain professional advice. The legal basis for this processing is Legitimate Interest, which is the proper protection of our business against risks.

We will make it as easy as we can for you to opt out of unwanted processing under Consent, providing it does not restrict our ability to provide you with the primary service you have requested.

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How we will use information collected through your interaction with the school whether in person or via email

We use this type of information held about you in the following ways:

1. To process a booking for one of our courses.
2. To comply with Immigration Rules if you are allowed entry in the UK to attend one of our courses.

We use information collected when visiting our website in the following ways

We use this type of information held about you in the following ways:

1. To create a profile for you to help us provide a more personalised service which is suited to meet your preferences.
2. To ensure that content from our site is presented in the most effective manner for you and your computer.
3. To send you our newsletters or provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
4. To allow you to participate in interactive features of our service, when you choose to do so (Forum).
5. To notify you about changes to our service relevant to you.

Links from our website, Live Chat and 'Cookies'

Our website contains links to and from websites operated by individuals and companies over which we have no direct control. If you follow a link to any of these websites, please note that these websites have their own privacy and terms of use policies and that we do not accept any responsibility or liability for these policies. At present our website has links to our payment system TransferMate, the Home Office Visa information Page and our Social Media Platforms.

Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from Cookies. We use a single functional cookie to identify you when you visit our website, keep you logged in as you navigate our website, and store temporary information during the course application process. This functional cookie does not identify any individual and is required for the correct operation of our website. Our service providers use cookies and those cookies may be stored on your computer when you visit our website. These cookies do not contain any information that is personally identifiable to you. Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser



to browser, and from version to version.

What to do if you believe that the information we have collected and are using is incorrect?

If you become aware of any inaccuracies or you change address, telephone number, email, etc., it is your responsibility to bring this to our attention as quickly as possible. Please inform us as soon of any changes by emailing info@queens-english.co.uk.

You also have the right to withdraw consent to the processing of information for which you have previously given consent.

You may also request access to the data we hold on you. Provision of such information **is provided free of charge**, except where requests are manifestly unfounded or excessive. We will respond to your request within one month; however, we may "stop the clock" on this period if we require further information from you to clarify your request. We may withhold personal information that you request to the extent permitted by the law.

Concerns and Complaints

If you have a concern or complaint about how we store, use or share your personal data, in the first instance we encourage you to raise this with the **Senior Responsible Individual (School Principal)** who should be able to resolve the matter informally. If you do not believe that your concern has been adequately addressed, you should raise your complaint in writing to our office or via the electronic complaint form on our website. We will acknowledge all formal complaints within 30 days.

In the unlikely event that we have been unable to address your concern internally, you may contact the **Information Commission** helpline on 0303 123 1113.