

# LCF Privacy Notice

Chris Abalain – LCF FunLanguages Bolton

This privacy notice tells you what to expect us to do with your personal information.

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## Contact details

Post: 1066 Bury Road, BOLTON, BL2 6PZ, GB

Telephone: 07917848745

Email: [chris@boltonlanguages.co.uk](mailto:chris@boltonlanguages.co.uk)

## What information we collect, use, and why

We collect or use the following information **for student education and welfare**:

- Names and contact details for students/children
- Names and contact details for parents, guardians, carers
- Gender
- Date of birth
- Next of kin and emergency contact information
- Dietary requirements (including vegetarian, vegan, gluten free and religious requirements)
- Payment details and financial information including transactions
- Special Educational Needs and Disabilities (SEND) or additional support information (includes reasonable adjustments and special educational needs and disabilities)
- Progress reports
- Information relating to compliments and complaints
- Exclusion, suspension and behavioural information

We also collect or use the following special category information **for student education and welfare**. This information is subject to additional protection due to its sensitive nature:

- Health information

We collect or use the following personal information for **dealing with queries, complaints or claims:**

- Names and contact details
- Payment details
- Purchase or service history
- Witness statements and contact details
- Relevant information from previous investigations
- Financial transaction information
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence

We collect or use the following information **for information updates or marketing purposes:**

- Names and contact details
- Marketing preferences
- Records of consent, where appropriate
- Alumni records

We collect or use the following information **to comply with legal requirements:**

- Health and safety information
- Safeguarding information
- Any other personal information required to comply with legal obligations

We also collect or use the following special category information **to comply with legal requirements**. This information is subject to additional protection due to its sensitive nature:

- Health information

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** - When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information **for student education and welfare** are:

- **Contract** - we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Vital interests** - collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your

data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Contract - we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information **for information updates or marketing purposes** are:

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information **to comply with legal requirements** are:

- Legal obligation - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Vital interests - collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

## Where we get personal information from

- Parents or carers
- Other education establishments
- We sometimes obtain vital information from schools in order to carry out our contract with you.

## How long we keep information

We store your customer data for up to two years following the end of the final enrolment period. We do this for the following reasons:

- To enable you to resume using your existing customer account with us, with other family members enrolling

- To facilitate obtaining feedback from former customers
- To inform you of appropriate new services we may be able to offer you or your child.

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

## Who we share information with

### Data processors

#### **Club Enrolment**

This data processor does the following activities for us: They process our enrolments in our clubs and facilitate enrolment and payment processes, as well as making registers for our club leaders & teachers.

#### **Wix.com**

This data processor does the following activities for us: We create our website via wix.com and so any communication or payment made through our website will be processed by Wix.

### Others we share personal information with

- Local authorities
- Specialist teachers such as peripatetic workers
- Legal bodies or authorities
- Suppliers and service providers

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane

Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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