

SELECT ENGLISH POLICY DOCUMENT

Reviewed: May 2025

Next review: April 2026

This Privacy Policy explains how Select English Limited collect, use, and process your personal data as well as ensuring the data is kept confidential.

Select English Limited is registered in England with company number 03410953.

We provide English language courses and summer courses to individuals and groups of students. We have courses available for children and adults.

Our website is <https://www.selectenglish.co.uk>. You can contact us by emailing info@selectenglish.co.uk, calling +44 (0)1223 364735 or using our [website contact form](#).

This policy sets out the following:

- The type of information we collect from you when you visit our website
- The personal information we collect when you complete our forms, how this is processed, stored, shared, and managed
- Legal information regarding your data
- Our contact details

Website Information

There are two types of information that our website collects. The first is statistical information which is collected as you browse our site and the second is personal information which you knowingly give to us by completing a contact form, course booking form or newsletter sign up.

Our website was built and is hosted by [Design Monkey Media Limited](#).

We do not guarantee that our website will be free from bugs or viruses.

Our website may contain links to other websites. We are not responsible for the content of other people's sites and therefore, it is recommended that you review their privacy policies before providing any personal information on those websites.

Statistical Information

Our website will collect usage information as visitors browse our website via Google Analytics. Google Analytics will collect information such as the number and frequency of

visitors to our website. The data that cookies collect allows us to see how people use our website and helps us to make changes to our website that will improve user experience. The data collected is used in an aggregated and non-personally identifiable way.

It uses what are known as persistent and session cookies. Persistent cookies contain a unique number and can tell us if you have visited our website before. They do not collect any personal data about you or provide us with a means to contact you.

Session cookies are used to collect information about your current visit. They will show us if you have interacted with our website in any way such as completing a form or online test. These cookies are deleted as soon as you close your browser window.

Most browsers are set to automatically accept cookies, but it is possible to refuse cookies or change your preferences regarding cookies in the settings menu of your browser.

Personal Data

Personal data is information relating to an individual that allows them to be identified.

We collect personal data from students, parents and guardians, homestay hosts, employees, job applicants and Educational Tour Operators (ETOs).

We only request information from you that we need to provide a service to you or comply with the law and regulations. We will only use your data for the purpose for which it was collected.

We will sometimes need to share your information with third parties but only share information that is required.

We take appropriate technical and organisational measures to prevent unauthorised access, disclosure or alteration to your personal data. We are provided with IT support services by [Backup Data Limited](#).

Our data is collected through forms, including those we send to you via email, online forms (using [Microsoft Forms](#)) or the forms below that you can complete on our website:

- *Website Contact Form* (see below)
- *Online Course Booking* (see 'Students' section)
- *Online Consent Form for Under 18s*. (see 'Students' section)

Website Contact Form

This form will be emailed to our Admissions Department who will respond to your enquiry. **Please see the relevant section below for more details on the data we collect from you, the reason for this, as well as how the data is stored and shared.**

Students (and parents/guardians when necessary)

The only information we collect about you will be information you choose to provide us with.

Any information we ask for is required to book you on the course you have requested and provide it to you with utmost consideration for your safety and welfare, as well as that of other students.

We rely on the following legal bases to process your data:

- **Legitimate interests:** we need certain information about you to determine whether you are suitable for our courses and respond to your request.
- **Performance of a contract:** once you have chosen to book a course with us, we need to ask for specific information about you to provide the course, and to take payment for the course
- **Legal obligation:** we require some data to keep you and other people safe and to comply with laws and regulations governing this
- **Vital interests:** we may need to use your data in an emergency when life is at risk, for example in a medical incident

We do not usually rely on the basis of consent to process your data; when this is the case, we will always ask you clearly and you will have the right to withdraw your consent at any time.

We sometimes receive information on prospective students from Educational Tour Operators. This data is not processed by Select English unless a formal application is made.

The forms we ask students to complete are as follows:

- Online Course Booking or PDF Course Booking Form
- Online Consent Form for Under 18s or PDF Consent Form
- Student Details Check (during their course)

Below is a summary of the personal data we collect from you and the reason this is needed.

Full name:

To identify you and book you on a course

Sex: For accommodation placement

Nationality: To ensure a mix of nationalities on each course, to accommodate students in homestays, residences and dormitories with students from other countries

Age and Date of Birth To ensure you are booked on the correct course for your age, to ensure you are placed in accommodation with students of your age

Email Address: To send booking, pre-arrival and transfer confirmation

Contact Numbers:

To contact you for missing information such as flight details for us to arrange airport

transfers, to contact you in the event of an emergency

Passport Information: To prove identity, to demonstrate eligibility to study in the UK, to allow us to provide you with documents to assist with an application for a study visa or Tier 4 visa

Information regarding health, allergies, educational needs: To ensure your welfare, health and safety, to enable us to respond to any related issues in an informed manner, to enable us to make any advance preparations such as buying food for special diets

If you need to update your personal information with us at any time or there is any mistake in any confirmation documents we send you, please email info@selectenglish.co.uk and we will alter your records accordingly.

We sometimes need to share information with other people to deliver our courses to you.

If you are staying in a homestay or residence, we will share necessary personal data with your host or house manager – this includes your name, date of birth, nationality, and any relevant medical information. The school occasionally works with [Hosts International](#), a homestay consultancy company, to organise homestays for students. In this case your name, date of birth and any relevant medical information will be shared with Hosts International.

If you are joining a summer course at Culford School or Magdalene College, we will share all the personal information you provide us with them. They will use this information to allocate students dormitories or rooms and to provide the correct diet and care in conjunction with Select English staff. We will not share any payment information with them. Information shared with them will be sent in password protected excel documents or encrypted emails.

You can view the Privacy Policies of these institutions here on their websites below

[Culford School](#)

[Magdalene College](#)

Our summer and year-round group transfer service is carried out in conjunction with [Panther Taxis](#), [MyHills Minibuses](#) and [Alisons of Cambridge](#) We will send them your name and age as part of the service for them to book transport for you to and from the airport.

During the year, we use [Airport Lynx](#) for individual transfers to and from the airport. We provide them with your name and contact number when you provide your flight details to book a transfer.

The data you provide us with will be stored on the school database (Fidelo). The database is password protected and stored and backed up on a secure server. Your data may also be kept in a physical document, e.g. on a student list used by our Activity Leaders, this will be

stored in a locked drawer or cabinet when not in use and shredded securely when it is no longer needed.

Homestay Hosts (and your family members where appropriate)

We rely on the basis of Legitimate Interests to process your data initially– we need to know your name, address, email address and contact number to determine whether you are suitable for hosting.

We also rely on the basis of “Performance of a Contract” once an agreement has been made– we need to process further information about you (e.g. your date of birth, bank details, nationality) to allow students to stay with you, and to pay you for this service.

In addition to the data above, we need to record your date of birth, sex, passport number and nationality to run a DBS check to comply with the law, this is a “Legal Obligation.” We also request criminal record information to comply with the 1989 Children Act.

Your data will be stored on our server, as well as on our school database (Fidelo). The database is password protected and stored and backed up on a secure server.

We will share your name, address, and contact number with students who will be hosted by you, their ETOs (where applicable, as they sometimes pass on information to parents and students) and the transport provider providing the student(s)’ transfer to/from your home.

Educational Tour Operators

We record the name, email address, company contact number and company address of our Educational Tour Operators in our school database (Fidelo) and rely on the legal basis of “Performance of a Contract” to process your data. We rely on the legal basis of “Legitimate Interests” when contacting prospective Educational Tour Operators as we believe a potential partnership may be beneficial for both parties.

Your data will be stored on the school database (Fidelo). The database is password protected and stored and backed up on a secure server.

Job Applicants

We rely on the basis of “Performance of a contract” when you apply for a position at the school – we need certain information from you to consider you for a position.

We process special category data such as data relating to race, ethnic origin, and health in accordance with employment law to protect appropriate safeguards.

Your personal data will be stored securely and only entered onto our database if you proceed to work for the company.

Employees

We rely on the bases of “Legal Obligation,” “Performance of a Contract” and “Legitimate interests” to process personal data about employees.

We require all data we request to run the company, ensure a safe environment, make payments, and meet legal requirements.

Employee data may be shared with Regulatory bodies (e.g. British Council) to comply with inspections, other providers (e.g. for pensions and payments) and those relevant for security/referencing purposes. We may also need to share your data in an emergency to protect vital interests.

Your data will be stored on the school’s server and CRM. If paper copies are held these will be kept securely in a locked cabinet

Marketing Correspondence

Under data protection legislation, we believe that we have a legitimate interest in using your data for some marketing purposes. This may include sending you information about new courses or offers. We may also send a copy of our brochure to your postal address. You can choose not to receive any marketing correspondence from us by emailing info@selectenglish.co.uk. Your details will be removed from our database.

How long do we keep your data?

We do not have a singularly defined period for keeping your data as we collect data for many different purposes. For each individual category of data, we have a timeframe within which we keep your data, and these are stated in our Data Protection Policy.

Legal Information

Under the Data Protection Act 2018 the data controller is Select English Limited. Select English Limited is responsible for protecting your data.

You have the right to contact us in writing and request any information we hold about you. You can also request for us to delete your record, restrict processing or object to processing. Will we do this if there are no other reasons why we need to keep the information such as a legal requirement. We need to be certain that we are communicating with the person that the data belongs to, and therefore, may request ID to carry out your request.

It is important for all data we have about you to be correct – please inform us if you would like to update your data or correct existing records.

If you have any questions about your data or wish to make a complaint, please contact us. The Privacy Lead will deal with the request, and it will be responded to within a reasonable

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period which will be no longer than 28 days. If you are dissatisfied with the way your request was handled, you have the right to lodge a complaint with the supervisory authority. The details are below;

Information Commissioner's Office

<https://ico.org.uk/concerns/>

Tel: 0044 303 123 1113

Changes to our privacy policy

This policy will be reviewed annually. If changes occur over the course of the year these will be added, and a dated note placed in the footer of this page.

Contact

If you have any questions regarding this policy or regarding your privacy you can contact the Privacy Lead, Robert Hesketh on robert.hesketh@selectenglish.co.uk.