

AEL Project Privacy Policy

Our contact details

Name: AEL Project

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TERMINOLOGY

In this document "WE" refers to the "AEL Project" and "YOU" to any "USER" interacting with AEL.

TYPE OF PERSONAL INFORMATION

We currently collect and process the following information:

A. REGISTRATION

- Personal identifiers: Name, Surname, Date of Birth, Gender, Nationality, Full Address, Phone Number, Email Address

B. CONTACT FORM, SUBSCRIPTION FORM

- Personal identifiers: Name, Surname, Email Address

HOW WE GET THE PERSONAL INFORMATION AND WHY WE HAVE IT

Most of the personal information we process is provided to us directly by you either in one of the following cases:

- when you "Register"
- when you contact us via "Contact Form"
- when you subscribe to the AEL Newsletter via "Subscription Form"

Furthermore, when you enrol in one of our programmes, we will ask more "Personal Information" and "Medical Conditions" with the scope of providing the most appropriate care for your health, safety and general wellbeing in regard to your learning and staying.

"Personal Information" comprise: emergency contact number, ID Document details (to validate your enrolment if you apply for any of our programmes), attended school and its address, academic achievements, favourite subjects, hobbies, after-school activities, extra-curriculum activities (playing any instrument, training in a sport club, attending creative courses and similar), your dietary requirements, your like or dislike of pets, any other preference or details that might be useful for the purpose.

"Medical Conditions" include: any recent contagious disease including COVID, any temporary or permanent medical treatment, parental consent to medical and emergency treatments as advised and administered by medical practitioners, any personal condition that we need to be aware of in connection to your participation into one of our activity-based programmes.

Please note that we never ask to provide bank details or other sensitive data nor share any of the information provided to any third party.

PURPOSE OF THE DATA COLLECTION

We use the information that you have given us to provide the best services in response to your request of registering, enrolling, contact for information or advice and for the subscription of our newsletter.

We may share some information with the administration of the school and with your host-family or self-catering provider only in relation to the service that you have requested (enrolment in a programme that include homestay, enrolment in a programme with self-catering).

Under the General Data Protection Regulation (GDPR) the lawful bases we rely on for processing the information provided is your consent that is given to us from you when you register or contact us or subscribe with us. We only process your data in relation to your request(s), that means

Active English Learning

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registration, enrolment (optional), queries via contact form, subscription of the newsletter. You can withdraw your consent at any time.

You are always in control of your data that you can manage directly online at any times. You can also ask us to manage your data for you or to delete your full AEL record if you are no longer interested in any interaction with us except those sections that can't be removed for administrative obligations.

HOW WE STORE YOUR PERSONAL INFORMATION

Your information is securely stored in our online database or in our offline storage devices.

We keep your record for 5 years. After this period certain records -such as administrative sections- can be deleted at any times on your request or for security purposes if unused or considered unsafe.

We will then dispose your information by deleting your data from the online and/or offline storage as appropriate.

YOUR DATA PROTECTION RIGHTS

Under data protection law, you have the following rights:

Right to be informed - You have the right to know what data of yours is being collected, how it's being used, how long it will be kept and whether it will be shared with any third parties. If you have any question about the information provided in this document, please contact us for any further clarification.

Right of access - You have the right to ask us for copies of your personal information.

Right of rectification - You have the right to manage your online record directly or ask us to modify your personal information in order to correct any inaccuracy or to complete any missing data.

Right to remove your record - You have the right to ask us to erase your personal information in certain circumstances.

Right to restrict processing - You have the right to limit the way we use your personal data.

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.

Right to object - you have the right to challenge certain types of processing, such as direct marketing, that we are committed to not practise.

EXERCISING YOUR RIGHTS IS FREE

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

HOW TO COMPLAIN

If you have any concerns about our use of your personal information, you can make a complaint to us at admin@aelproject.com or call us on +44(0)7595450213 (also active on WhatsApp)

FINAL NOTE

Our Privacy Policy complies with ICO and GDPR guidelines. For any query or comments about our privacy policy, please contact immediately admin@aelproject.com