

1. ABOUT US AND YOUR DATA

- MLA is a specialist international education group providing English language courses for students aged 9yrs old to 17yrs old from all round the world.
- This privacy notice is to inform you about how we use your personal data. It is important that you read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data.

2. THE PERSONAL DATA WE HOLD, PURPOSES AND LAWFUL BASES

The data or type of data we process	The purpose of processing that data	The lawful bases for processing this data
Names, address, email addresses, phone numbers	To communicate with you about students you have sent to MLA; to ensure you have up-to-date information so you can provide accurate information to potential students	Fulfilment of a contract with you
Bank account details	To process commission payments	Fulfilment of a contract with you
Joining information, references	To register your agency with MLA	Necessary for our legitimate shared interests
Details of students you have sent to us	To administer our business, to manage agreed recruitment targets	Fulfilment of a contract with you
Images	For marketing our services	Where you have given us consent
CCTV footage	For security management if you have visited our schools	Compliance with a legal obligation
Financial details, bank account information, commission agreements, payment records	To administer our business, to make commission payments	Fulfilment of a contract with you

We may also process information about you that falls into “special categories” of more sensitive personal data. This includes information (where applicable) about:

- Nationality, race, ethnicity

3. COLLECTING PERSONAL DATA

- Most of the information we collect from you is required as part of your contract with us. However, there is some information that you can choose whether, or not, to provide to us.
- Whenever we seek to collect information from you, we make it clear whether you must provide this information (and if so, what the possible consequences are of not complying), or whether you have a choice.
- Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with our services). In this case, we may have to cancel a service you have with us but we will notify you if this is the case at the time.

4. WHEN DO WE SHARE PERSONAL DATA?

Where it is legally required, or necessary for another reason allowed under data protection law, we may share personal information about you with:

- The UK Department for Education
- Our regulators (for example: ACCET, Ofsted, British Council, UK or UK immigration bodies)

- Suppliers and service providers – to enable them to provide the service we have contracted them for, such as payroll and surveys
- Financial organisations
- Our auditors
- Health and social welfare organisations
- Professional advisers and consultants
- Police forces, courts, tribunals
- Professional bodies

Sometimes, we may also use your personal information where:

- You have given us permission to use it in a certain way
- We need to protect your interests (or someone else's interest)

5. YOUR RIGHTS

Under certain circumstances, you, the data subject, may have the following rights:

- Right of access: you have the right to request a copy of the information that we hold about you
- Right of rectification: you have a right to correct data that we hold about you that is inaccurate or incomplete
- Right to be forgotten: in certain circumstances you can ask for the data we hold about you to be erased from our records
- Right to restriction of processing: where certain conditions apply you have a right to restrict the processing
- Right of portability: you may have the right to have the data we hold about you transferred to another organisation
- Right to object: you have the right to object to certain types of processing such as direct marketing
- Right to object to automated processing, including profiling

Some of these rights may not apply where we are legally obliged to keep or share your personal data.

If you want to exercise your rights, please contact our Data Protection Officer. See Section 9: Contact us for details.

6. STORING YOUR PERSONAL INFORMATION

We will keep personal information about you while you are an active agent. We may also keep it after you become inactive, where the law or industry guidance requires us to:

- We create and maintain records for each agent. The information contained in these records is kept secure and is only used for purposes directly relevant to your position as an agent for MLA
- Once your time as an agent with us has ended, we will retain this file and delete the information in it after 12 months
- Your personal information may be stored and processed outside of the country where it is collected, including outside of the European Economic Area
- When transferring information to others, within the EEA or otherwise, we ensure that appropriate and suitable safeguards and technical measures are in place to protect your personal data
- If you have provided us with personal data as part of a provisional application to be an agent, but do not go on to become an active agent, we will remove the data after 12 months

7. HOW LONG DO WE KEEP YOUR DATA?

We will keep personal information about you while you are acting as an agent for MLA. We may also keep it after you have ceased to represent MLA, where the law requires us to, protect your data by following data protection law.

8. COMPLAINTS

We take any complaints about how we collect and use your personal data very seriously, so please let us know if you think we have done something wrong.

You can make a complaint at any time by contacting our Data Protection Officer. See Section 9: Contact us for details).

You can also contact the Information Commissioner's Office (ICO) in one of the ways listed below.

We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

- Report a concern online at ico.org.uk/concerns
- Telephone: +44 (0) 303 123 1113
- Or write to:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

9. CONTACT US

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact our Data Protection Officer:

MLA,
87/89 High Street 1st Floor,
EN11 8TL Hoddesdon,
Herts,
UK
Email: privacy@mlaworld.com
Tel: +44 (0) 208 1334498

This Privacy Notice was last updated 9th April 2020.