

Our Privacy Policy

ELP Ireland (hereinafter referred to as "ELP Ireland" "us" "we" or "our") is committed to respecting your privacy and to complying with all applicable data protection and privacy laws.

We acknowledge that our clients and host families like to know on what we do with their personal data. Therefore, the objective of this policy is to inform you of how we handle your personal data.

ELP Ireland offers a small number of services for non-native speakers of English ("Students") who wish to come to Ireland to improve their level of English and participate in a Programme/course here. In addition, ELP Ireland deals with "Host Families" who host and accommodate its students.

This policy applies to all personal data ("Data") in our possession and specifically includes the following:

- Personal Student information provided at enrolment stage (including but not limited to name, address, contact details, schooling history, education records, medical records, psychological assessment records)
- Personal information provided pertaining to the student during their time in Ireland which is facilitated through the School, Host Family or ELP Ireland
- Personal information provided by host families entering into a Contract for Service with ELP Ireland.

Acquisition of Data

1. All Data will be obtained fairly. We will make you aware of all purposes that we intend to use your Data for at the time of collection or will be advised to you prior to use. It will also be stated in your Terms and Conditions Document with ELP Ireland.

2. Data will be accurate and complete and, where necessary, kept up to date.

3. Data will be adequate, relevant and not excessive in relation to the purposes for which it was obtained. Requested data will only be requested for the purpose of the student's Programme/course and for hosting purposes.

4. All acquisition methods (e.g. client application forms, competition entries) will have a clear information piece explaining any intended purposes including secondary uses that may not be obvious to you (e.g. if the Department of Education and Skills in Ireland requires information pertaining to the student).

Use and Disclosure of Information

5. Data will be kept only for clear and legal purposes.

6. All Data will be processed fairly and in keeping with the purposes for which it was obtained.

7. Data will not be used, disclosed or processed in any manner incompatible with the purposes for which it was obtained.

8. Personal data provided to ELP Ireland will be used for the sole purpose of school enrolment, administration, informing host families, student welfare and to fulfil any other legal obligations.

While all student and Host Family information provided is treated as confidential, from time to time it may be necessary to exchange personal data on a confidential basis with bodies including the Department of Education and Skills, Department of Children and Youth Affairs, TUSLA, An Gardaí Síochána (The Irish Police) and the Health Services Executive.

9. Under no circumstances will customer data/information be disclosed to a third party for that third party's exploitation or use without your express permission.

10. If Data has been obtained for a purpose without advising you of other compatible secondary purposes for which it is subsequently to be used, the Data will not be so used without advising you.

11. You may wish to contact us if you would like to amend these preferences.

Retention

12. Data will be kept for no longer than is necessary for the primary purpose for which it was obtained.

13. Data will be retained for any period required by law.

14. Some Data that is not otherwise subject to retention for normal reasons may need to be retained because of circumstances such as litigation, government investigation or state body investigation.

15. Subject to paragraphs 12 and 13 the following specific retention periods will be followed:

- Invoices, Statements and Financial records: 6 years plus current year.
- Student Personal & Programme Information (personal and academic, amongst others), please see table below:

Records relating to pupils/students	Retention Period
<i>Enrolment Forms and information</i>	Student completing Programme + 5 years
<i>Coordinator Meeting Emails to parents and Disciplinary notes</i>	Student completing Programme + 5 years
<i>Results of in-school tests/exams and end of year/term reports</i>	Student completing Programme + 5 years

Student's Sensitive Personal Data	Retention Period
<i>Psychological assessments</i>	Indefinitely
<i>Special Education Needs' files, reviews, correspondence and Individual Education Plans</i>	Indefinitely
<i>Child protection & safeguarding records</i>	Indefinitely
<i>Accident & Incident reports</i>	<p>Depends entirely on the nature of the incident. If it is child-safeguarding related, a complaint relating to handling, or a serious accident/incident, then records are retained indefinitely.</p> <p>If it is a complaint of a more mundane nature (e.g. host family arriving late to collect student after school) or other minor matter, then student completing Programme + 5 years.</p>

Records relating to Host Families	Retention Period
Enrolment Forms	Indefinitely
Hosting Contract & Agreement	Indefinitely
Accident & Incident Report	<p>Depends entirely on the nature of the complaint. If it is child-safeguarding, a complaint relating to handling, or an accident, then records are retained indefinitely.</p> <p>If it is a complaint of a more mundane nature (e.g. host family arriving late to collect student after school) or other minor matter, then student reaching 18 years + 7 years.</p>
Financial Records	6 years plus current year.
Garda vetting form & outcome	Indefinitely

Access to Your Information

16. You are entitled to copies of your Data kept by us. Requests should be made by emailing info@elpireland.com and requesting a “Request for Personal Information Form”, which should be completed and returned and addressed to Data Protection Officer, ELP Ireland, Main Street, Union Hall, Co Cork, Ireland. We will take all reasonable steps to confirm your identity before issuing any copy Data.

Information Security

17. Please be aware that communications over the Internet, such as emails/webmails, are not secure unless they have been encrypted. Your communications may route through a number of countries before being delivered - this is the nature of the World Wide Web/Internet. ELP Ireland cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

General

18. If you have any query about ELP Ireland's data protection policy or practices, please write to: Data Protection Officer, ELP Ireland, Main Street, Union Hall, Co Cork, Ireland. or send an email to info@elpireland.com .

19. This policy should be read in conjunction with the general terms and conditions of this website and the general terms and conditions that apply to your chosen ELP Ireland Programme.

20. We reserve the right to amend or modify this Data Protection Policy at any time in response to changes in applicable data protection and privacy legislation.