

Loxdale English Centre - Data Protection Policy and Privacy Notice

Loxdale English Centre · Brighton · Registered Charity No. 1062803

Last Updated: January 2026

GDPR Compliant

Review Cycle: Annually

1. Introduction

Loxdale English Centre is committed to protecting your personal data and respecting your privacy. This policy explains how we collect, use, store and protect your personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

2. Data Controller

Loxdale English Centre

Loxdale House, 123 North Road
Portslade, Brighton BN41 2BE
United Kingdom

Contact: office@loxdale.com

Phone: +44 1273 414 973

EU GDPR Representative: Ronny Larsson (Sweden)

3. What Data We Collect

We may collect and process the following personal data:

Student Data

- Full name and date of birth
- Contact details (address, email, phone)
- Passport/ID details and nationality
- Emergency contact information
- Medical information and allergies
- Language level and learning history
- Accommodation preferences
- Photos and videos (with consent)

- Payment information

Agent/Partner Data

- Business name and contact details
- Bank details for commissions
- Booking history

Staff Data

- Employment records
- DBS check information
- Training records

4. How We Use Your Data

We use your data for:

Purpose	Legal Basis
Processing bookings	Contract performance
Providing courses and accommodation	Contract performance
Health and safety (including medical info)	Vital interests / Legal obligation
Safeguarding under-18s	Legal obligation
Marketing (with consent)	Consent
Improving our services	Legitimate interest
Legal compliance	Legal obligation

5. Who We Share Data With

We may share your data with:

- **Homestay families** (relevant student information)
- **Partner schools** (for joint programmes)
- **UK Visas & Immigration** (when required)
- **Insurance providers** (for claims)
- **Local authorities** (safeguarding concerns)
- **Agents** (booking confirmations)

We will **never** sell your data to third parties for marketing purposes.

6. Data Retention

Data Type	Retention Period
Business records	18 months
Financial records	7 years
Student photos	Until consent withdrawn
DBS certificates	Until employment ends
Accident records	3 years (adults) / Until age 21 (minors)

7. Your Rights Under GDPR

You have the right to:

1. **Access** - Request a copy of your personal data
2. **Rectification** - Correct inaccurate data
3. **Erasure** - Request deletion of your data ("right to be forgotten")
4. **Restriction** - Limit how we use your data
5. **Portability** - Receive your data in a portable format
6. **Object** - Object to certain processing
7. **Withdraw consent** - Where processing is based on consent

To exercise any of these rights, contact: office@loxdale.com

8. Data Security

We protect your data through:

- Secure encrypted systems
 - Password-protected files
 - Limited access to personal data
 - Staff training on data protection
 - Secure disposal of paper records
 - Regular security reviews
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9. International Transfers

If we transfer data outside the UK/EEA, we ensure adequate protection through:

- Standard contractual clauses
 - Adequacy decisions
 - Other appropriate safeguards
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10. Cookies

Our website uses cookies. Please see our separate Cookie Policy for details.

11. Marketing

We will only send marketing communications if you have:

- Given explicit consent, OR
- Previously enquired about or booked with us (and not opted out)

You can opt out at any time by:

- Clicking "unsubscribe" in any email
 - Contacting office@loxdale.com
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12. Complaints

If you have concerns about how we handle your data:

1. Contact us first at office@loxdale.com
 2. If unsatisfied, contact the Information Commissioner's Office (ICO): - Website: www.ico.org.uk - Phone: 0303 123 1113
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13. Changes to This Policy

We may update this policy from time to time. Significant changes will be communicated directly.

Last Updated: January 2026

Next Review: January 2027