



Privacy Policy

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Privacy Policy

Alpha Guardians (“We”) are committed to protecting and respecting your privacy.

This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.alphaguardians.co.uk you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 (the Act), the data controller is Alpha Guardians of B1 Adastral Park, Martlesham Heath, Ipswich IP5 3QU

INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

- **Information you give us.** You may give us information about you by filling in forms on our website www.alphaguardians.co.uk (our site) or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our site, apply as a student or host family, subscribe to our service, [search for a product], join us or accept our invite on social media platforms, participate in discussion boards or other social media functions related to Alpha Guardians and when you report a problem with our site. The information you give us may include your name, address, e-mail address and phone number, medical information, insurance information, details about your current/previous schools including reports, financial and credit card information, personal description and photographs as requested on our application forms.
- **Information we collect about you.** With regard to each of your visits to our site we may automatically collect the following information:
 - technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
 - information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our offices.

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- **Information we receive from other sources.** We may receive information about you from your agent, doctor, teacher as part of your application process and these additional documents are included in your application pack. By you giving them to the appropriate person, we conclude that you have consented in the information being gathered from these sources. We are also working closely with third parties (including, for example, business partners, sub-contractors, advertising networks, analytics providers, search information providers) and may receive information about you from them.
- We will also request copies of your passport (student and hosts) and other documentation to complete a DBS (Disclosure and Barring Service) check, along with a copy of household certificates to ensure student safety.

COOKIES

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy [LINK].

USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- **Information you give to us.** We will use this information:
 - to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
 - to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
 - to provide you, or permit selected third parties to provide you, with information pertaining to your student, their host or Alpha Guardians. If you are an existing customer, we may contact you by electronic means (e-mail or SMS, social media) with information. If you do not want us to use your data in this way, please inform us in writing
 - to notify you about changes to our service;
 - to ensure that content from our site is presented in the most effective manner for you and for your computer.

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- **Information we collect about you.** We will use this information:
 - to administer our business in the safety and welfare of students within our care
 - to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
 - to allow you to participate in interactive features of our service, when you choose to do so;
 - as part of our efforts to keep our site safe and secure;
- **Information we receive from other sources.** We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

DISCLOSURE OF YOUR INFORMATION

We may share your personal information with any member of our group, as defined in section 1159 of the UK Companies Act 2006.

We may share your information with selected third parties including:

- Business partners, suppliers and sub-contractors for the performance of any contract we enter into with [them or] you. This may include schools, Medical Services, Social Services, Host Families, Students and their parents, the Agent and anyone directly related to the safety and welfare of the student.