

Privacy Notice (Homestays)

What is your 'Personal Data'?

Personal data is information that says something about you as an individual, so it would normally include your name, and/or contact details, or even photographs.

What kind of information do we hold about you?

When you enrol with Study Links, you or the Primary Carer in the family will complete a registration form and provide us with some if not all of the following information:

1. Primary & Secondary Carers:
 - Your full name, date of birth, gender, nationality, religion, languages spoken
 - Your contact details, including: name, address, telephone number(s), email address
 - Demographic information, including: Occupation, nationality
 - Any Special Educational Needs or dietary needs
 - Your hobbies/interests
 - Previous hosting experience
 - Family photos
2. Other members of the household:
 - Your full name, date of birth, gender, occupation, if you are a permanent or temporary resident in the home
 - Family photos
3. General household information:
 - Description of house, area, local facilities, access to town centre,
 - Photos of your house

Additional data that may be collected during the lifetime of our service:

- Your student preferences
 - Availability to host
 - Photographs and videos of you
 - Complaints raised by or about yourself
 - Any safeguarding issues which may arise
- This list is not exhaustive and there may be further necessary information collected on occasion.

Why do we need this information?

We need to use personal data in order to:

- Provide the agreed service of booking students with you
- Assess the quality of our service
- Carry out our statutory duties

The purpose of processing your information is to provide you with the best homestay-student match and related support we can, as well as to meet our other legal requirements.

What do we do with this data?

The information detailed above is all stored either in electronic or paper form at the Head Office and relevant parts of data only shared with relevant third parties where it is necessary for us to perform our service (e.g. matching with appropriate students, and

arranging for our remote staff to visit you) and/or statutory duties. We will contact you for your consent to share information in any other circumstances. We will also do all that we can in order to protect your personal and sensitive data, all appropriate computers are password protected and paper files are locked away.

How long do we keep this data?

We are obliged to retain your data for some time after we have completed our services to you, especially with regards to SEN and safeguarding. The retained data will be securely stored and then destroyed after 7 years from the end of the tax year they relate to. Without your consent, we will not process any personal data about you which we do not need.

How you can access your data?

You can, at any time, ask to see what data we hold about you or withdraw your consent to our processing your data.

All individuals whose data is held by us, have a legal right to request access to such data or information about what is held. We shall respond to such requests within 40 days and they should be made in writing to: Study Links, 6 Carr Lane, Bradford, West Yorkshire, BD12 0QS or hello@studylinks.com
A charge may be applied to process the request.

If you believe that any information we are holding on you is incorrect or incomplete or you do not wish to be contacted, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.