



At Vamonos Spanish we are committed to maintaining the trust and confidence of our clients. In particular, we want you to know that Vamonos Spanish is not in the business of selling, renting or trading your personal data with other companies and businesses for marketing purposes.

As part of the registration process for our courses / events, we collect personal information through our registration forms, this may be in paper form or collected via our website. Please be assured that we do not share your personal details with any other company without your consent. We use this information for various reasons:

### **Email Address:**

#### **1. Accounting Purposes:**

**Why?** to send invoices, credit notes and payment receipts related to bookings made with us. This is done via a third-party provider, our accounting system, QuickBooks. We gather statistics around invoice opening.

**Where it's stored?** in our accounting system (QuickBooks).

**Who has access?** director, general manager, accountant.

**How long is this data stored for?** financial information is stored for 6 years.

For more information please see [QuickBooks' Privacy Policy](#).

#### **2. Course Information:**

**Why?** to send general information regarding the course / event which you are booked into

**Where it's stored?** on our private student database, on your registration form, in our email contacts, in the back of our website (if you've placed an order via the website).

**Who has access?** director, general manager, administrative assistant, your teacher.

**How long is this data stored for?** when you leave Vámonos you will be asked if you'd like us to continue to store your data for future use or destroy it.

#### **3. Marketing Purposes:**

**Why?** to keep you informed of relevant courses and events (permission requested on your registration form), This is where we send you marketing materials regarding courses / events which are relevant to you. We use a third-party provider, MailChimp, to deliver these emails. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our service.

**Where it's stored?** on our marketing system (MailChimp).

**Who has access?** director, general manager, administrative assistant.

**How long is this data stored for?** when you leave Vámonos you will be asked if you'd like us to continue to store your data for future use or destroy it.

For more information, please see [MailChimp Privacy Policy](#). You can unsubscribe to marketing mailings at any time by clicking the unsubscribe link at the bottom of any of these emails or by emailing our data protection officer at [info@vamonos.co.uk](mailto:info@vamonos.co.uk).



### **Telephone Number:**

**Why?** in case of emergency, i.e. if we need to cancel a class / event at short notice.

**Where it's stored?** on our private student database, on your registration form, in our email contacts, in our business telephone contacts, in the back of our website (if you've placed an order via the website).

**Who has access?** director, general manager, administrative assistant.

**How long is this data stored for?** when you leave Vámonos you will be asked if you'd like us to continue to store your data for future use or destroy it.

### **Start Date:**

**Why?** to establish how long a client attends our courses.

**Where it's stored?** on our private student database, on your registration form.

**Who has access?** director, general manager, administrative assistant.

**How long is this data stored for?** when you leave Vámonos you will be asked if you'd like us to continue to store your data for future use or destroy it.

### **Address:**

**Why?** to collect data regarding which areas of the region our clients live, how far they are prepared to travel, whether they have booked private tuition in their home and address is required. As a last resort method of contact should there be outstanding payments with no response via email or telephone.

**Where it's stored?** on our private student database, on your registration form, in the back of our website (if you've placed an order via the website).

**Who has access?** director, general manager, administrative assistant.

**How long is this data stored for?** If you have left work with us we will hold on to your address until we have delivered your child's work to you, this is done once per term. When you leave Vámonos you will be asked if you'd like us to continue to store your data for future use or destroy it.

### **How clients heard about us:**

**Why?** to collect data regarding the effectiveness of our marketing methods.

**Where it's stored?** on our private student database, on your registration form, in the back of our website (if you've placed an order via the website).

**Who has access?** director, general manager, administrative assistant.

**How long is this data stored for?** when you leave Vámonos you will be asked if you'd like us to continue to store your data for future use or destroy it.



During your time at Vámonos Spanish we continue to collect and store the following data:

### **Levels / Units / Events covered / attended:**

**Why?** to ensure that levels / units / events are not repeated.

**Where it's stored?** on our private student database.

**Who has access?** director, general manager, administrative assistant.

**How long is this data stored for?** when you leave Vámonos you will be asked if you'd like us to continue to store your data for future use or destroy it.

### **Food Allergies / Dietary Requirements:**

**Why?** from time to time we have events and sessions where food items are involved, at this time we seek any food allergy or dietary requirement data from students. This data is then stored alongside the student's data.

**Where it's stored?** on our private student database, in the back of our website (if you've placed an order via the website).

**Who has access?** director, general manager, administrative assistant, teacher as required.

**How long is this data stored for?** when you leave Vámonos you will be asked if you'd like us to continue to store your data for future use or destroy it.

### **Feedback:**

**Why?** from time to time we send feedback forms to our students via Typeform, these feedback forms are anonymous. As you are invited by a link in our email, Typeform do not keep any of your data. The anonymous responses provided are stored in a feedback database with no personal data attached.

**Where it's stored?** on our private feedback database.

**Who has access?** director, general manager, administrative assistant, teacher as required.

**How long is this data stored for?** the lifetime of Vámonos.

You are entitled to view, amend, or delete the personal information that we hold. Email your request to our data protection officer Kay Sambell at [info@vamonos.co.uk](mailto:info@vamonos.co.uk). This policy will be reviewed and amended periodically, you will be provided with any updates as and when required.