

Privacy Policy

Welcome to WenLin Chinese School and WenLin Education Ltd (henceforth collectively referred to as “WenLin”, “school”, “we”, “us” or “our”) privacy policy (henceforth referred to as “Privacy Policy”). Our Privacy Policy (together with 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 managed by us.

Our Privacy Policy applies to all services offered by WenLin based on the General Data Protection Regulation (GDPR). WenLin respects your privacy and is committed to protecting your personal data, hence we want to inform you as to how we process your personal data that we collect when you use our website and engage with our services, and tell you about your privacy rights.

Please read the following carefully so that you can get a full understanding of our views and practices regarding the treatment of your personal data. Our Privacy Policy supplements our previous policies in respect of the treatment of personal data and is not intended to override them. Any changes we may make to our Privacy Policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

Our Privacy Policy explains:

1. What data we collect from you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed. We may collect, use and store different kinds of your personal data when you use our services. Your personal data may be, but are not limited to, the following:

- Contact Data, including your email or a social media account of yours for registration;
- Identity Data, including your chosen username, gender and your location;
- Profile Data, including your interests, preferences, feedback and survey responses.
- Technical Data, including your internet protocol (IP) address, your login data, browser type and version, and other technology on the devices you use to access our website;

- Usage Data, including information about how you use our website and services.

We may also ask about “home language” background in order for us to better understand a student’s command of any languages he/she may speak: this is only requested to better understand a student’s language proficiency level and allow us to deliver better teaching.

We do not collect any special categories of personal data about you (e.g. details about your ethnicity, religious or philosophical beliefs, political opinions, trade union membership, etc.)

2. How do we collect personal data from you

We use different methods to collect data from and about you including through:

- Direct interactions: you may give us your personal data by filling in forms or by corresponding with us by phone, email or otherwise. This includes personal data you provided when you register as our customer; fulfill your orders; purchase our service; enter a promotion or survey; complete forms on our website; or give us some feedback, etc.
- Automated technologies or interactions: as you interact with our website, we may automatically collect Technical Data about your IP addresses, operating system and browser type.

3. How do we use the data we collect about you

For the purpose of the GDPR, the data controller and processor is WenLin, and we are responsible for your personal data. We will only use your personal data when the law allows us to. Most commonly, we will use information about you in the following circumstances:

- To process orders that you have submitted to us;
- To enable us to review, develop and improve our website and services;
- To provide user care, including responding to your requests if you contact us with a query;
- To administer accounts, process payments and keep track of billing and payments;
- To detect fraud and to make sure what you have told us is correct;
- To notify you about changes to our website and services;
- To provide you with information about services that you request from us or which

we feel may interest you.

We have set out above a description of the ways we plan to use your personal data, and which form the legal basis we rely on to do so. We have also identified what our legitimate interests are where appropriate.

4. Your legal rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data:

- You can withdraw your consent for us to hold your details by writing to or emailing us, including your name and full address, requesting a full removal of your details from our database;
- You have the right to contact us to inquiry about how we process your personal data. If you have any questions about our Privacy Policy, please contact us using the details set out below.

Full name of legal entity: WenLin Education Ltd

Email address: info@wenlinchineseschool.org.uk

Postal address: Boundaries Road, SW12 8ET.

School venue: Chestnut Grove Academy, 45 Chestnut Groveo, Balham, London

Telephone number: +44 (0) 7883 025706

5. Our commitment

We are fully compliant with all applicable privacy laws, and the European Union's General Data Protection Regulation (GDPR).

- We will only retain your personal data for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. We assure you that your personal data shall only be used for the purposes stated here in;
- We have a responsibility to keep your information confidential, and we take all reasonable care to prevent any unauthorized access to your personal data. We have procedures and security features in place to keep your data secure once we receive it. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website: any transmission is at your own risk;

- We do not disclose information that you may give us;
- We never share any personal information with advertisers, marketers and any third parties;
- We do not collect any sensitive data or information. The following is the exception: we may pass on your personal information if we have a legal obligation to do so.

6. Copyright notice

This statement about our Privacy Policy applies to centrally maintained WenLin Chinese School web pages. Copyright exists in this website published on the internet by WenLin Chinese School and WenLin Education Ltd, and may belong to WenLin Chinese School and WenLin Education Ltd. These web pages are copyright owned by WenLin Chinese School and WenLin Education Ltd. These web pages may not be reproduced without permission.

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