



Privacy Policy – Students

Introduction

ELI Schools is committed to protecting your privacy and ensuring you have a positive experience with us. This Privacy Policy explains what personal data we collect about you, why we collect it, how we use it, and your rights regarding your data.

This policy applies to all students and prospective students enrolling in or considering English language programmes at ELI Schools.

Important: This is a summary of how we handle your personal data. For full technical details about our data protection practices, see our Data Protection Policy – Organisation available upon request.

1. Who Are We?

- **Organization:** ELI Schools (LT Education Abroad Limited)
- **Address:** 7 Herbert Place, Dublin 2, D02EH93, Ireland
- **Data Protection Contact:** Peter Hutchinson **Email:** peter@elischools.com

For data protection questions or to exercise your rights, contact the Data Protection Lead using the details above.

2. What Personal Data Do We Collect?

When you apply for or enrol in a programme with ELI Schools, we collect the following information:

- | | |
|------------------------------|--|
| Contact Information | <ul style="list-style-type: none">• Full name• Email address• Phone number• Home address• Date of birth• Nationality• Passport number (for visa purposes) |
| Academic Information | <ul style="list-style-type: none">• English language level (from placement test)• Programme enrolled in• Class attendance• Assessment results• Progress and grades• Certificates issued |
| Financial Information | <ul style="list-style-type: none">• Payment details (card information during payment – we don't store this)• Invoice details• Fee payment records• Refund records |



- Accommodation Information (if applicable)**
 - Host family assignment
 - Accommodation address
 - Dates of stay
 - Any special requirements
- Support Information (if disclosed)**
 - Disabilities or medical conditions (if you tell us for reasonable accommodations)
 - Extenuating circumstances
 - Any welfare or support needs
 - Dietary requirements
- Immigration Information**
 - Visa status
 - GNIB registration details
 - Visa letters issued by us
- Other Information**
 - Photographs or videos (taken with your consent during classes, events/activities)
 - Communications with our staff (emails, letters)
 - Feedback on your course (course reviews, surveys)
- Information About Your Companions (if applicable)**
 - Emergency contact details
 - Parent/guardian information (if you're under 18)
 - Host family information (if using our accommodation)

3. Why Do We Collect Your Data?

We collect and use your personal data for the following reasons:

- To Provide Your Course**
 - Enrolling you in your selected programme
 - Delivering your English language course
 - Assessing your progress and awarding certificates
 - Arranging accommodation and activities
 - Communicating course information
- To Comply with Legal Requirements**
 - **Immigration:** Providing visa letters and reporting attendance to Irish immigration authorities (INIS/GNIB) as required by law
 - **Tax:** Recording financial information for tax compliance
 - **Accreditation:** Meeting requirements of quality assurance bodies (QQI, Equals) and our accreditors
- To Support Your Learning**
 - Offering academic support and guidance
 - Providing reasonable accommodations if needed
 - Addressing welfare concerns
 - Handling complaints or appeals
- To Improve Our Services**
 - Collecting feedback through course reviews
 - Analysing how our programmes are working
 - Identifying improvements needed
 - Understanding your experience



Marketing and Communications (with your permission)

- Sending you information about other programmes
- Updating you about events or special offers
- Only if you've opted in (you can change this anytime)

Child Safeguarding (if you're under 18)

- Ensuring your safety and welfare
- Maintaining safeguarding records
- Communicating with parents/guardians

Legal Claims and Record-Keeping

- Keeping records in case of future queries or disputes
- Meeting legal obligations

4. Legal Basis for Using Your Data

We only use your personal data when we have a legal reason to do so:

| Reason | Legal Basis |
|--|--|
| Providing your course and issuing certificates | Contract (your enrolment agreement with us) |
| Processing fees and invoices | Contract |
| Visa letters and attendance reporting | Legal obligation (Irish immigration law) |
| Tax compliance | Legal obligation |
| Quality assurance and accreditation | Legal obligation (QQI requirements) |
| Course feedback and improvement | Legitimate interest (improving our services) |
| Marketing (with your permission) | Consent (you opt in) |
| Safeguarding (if under 18) | Legal obligation (Children First Act 2015) |
| Reasonable accommodations | Consent (you voluntarily disclose) |



5. How Long Do We Keep Your Data?

We keep your personal data only for as long as we need it:

| Data Type | Retention Period | Reason |
|--|---|--|
| Student records (enrolment, attendance, grades, certificates) | 7 years after you complete your programme | Verification, queries, legal claims, tax |
| Financial records (invoices, payments) | 7 years after transaction | Tax law requirement |
| Accommodation records | 3 years after your stay ends | Queries, references |
| Support records (disabilities disclosed, extenuating circumstances) | 7 years after completion | Legal protection, documentation |
| Communications | Varies (usually deleted after resolved, or kept with student record) | As appropriate |
| Course feedback | Aggregated/anonymized indefinitely; individual feedback deleted within months | Improvement and quality monitoring |
| Safeguarding records (if under 18) | Retained much longer or indefinitely | Legal obligation, child protection |

After the retention period expires, your data is securely deleted or destroyed.



6. Who Do We Share Your Data With?

We may share your personal data with the following parties **only when necessary**:

Government and Authorities

- **Irish Immigration (INIS/GNIB):** We report your attendance as required by law for visa compliance
- **Tax Authority (Revenue):** We report financial information as required by law
- **Tusla (Child and Family Agency):** If there are safeguarding concerns about you (if under 18), we may report to Tusla to keep you safe
- **Educational Partners**
- **Awarding Bodies:** If you're taking an external exam (IELTS, Cambridge, Trinity, etc.), we share relevant academic information
- **Universities:** If you're using our programmes for university progression, we may send transcripts to universities you're applying to

Service Providers

- **IT Providers:** Companies that host our systems and data (with data protection agreements in place)
- **Accommodation Provider:** Host families or residential accommodation providers (they need your details for accommodation)
- **Email/Communication Platforms:** Services we use for communications (with data protection agreements)

Legal and Regulatory

- **Accreditation Bodies:** QQI receive anonymized data about our programmes and quality assurance
- **Legal Advisors:** If there's a legal dispute or investigation
- **Our Affiliates:** If applicable, affiliated educational organizations (with data protection agreements)

We DO NOT: **

- Sell your data to third parties
- Use your data for marketing by third parties without your consent
- Share your data more widely than necessary

Your Parents/Guardians (if Under 18)

- We communicate with parents/guardians regularly about academic progress and welfare
- Parents have rights to access information about their children



7. Your Rights

Under data protection law, you have the following rights regarding your personal data:

Right to Access Your Data You have the right to request a copy of all personal data we hold about you. We will provide this within one month, free of charge.

How to request: Contact Peter Hutchinson at peter@elischools.com

Right to Correct Your Data If any of your personal data is inaccurate or incomplete, you can ask us to correct it. We will do so promptly.

How to request: Contact us with details of what needs correcting.

Right to Erase Your Data In some circumstances, you can request that we delete your personal data. However, we may need to keep it for legal or educational reasons.

("Right to be Forgotten")

How to request: Contact Peter Hutchinson at peter@elischools.com

Note: We must keep your records for 7 years after you complete your programme for legal and educational purposes, so we may not be able to delete immediately.

Right to Restrict Processing You can ask us to limit how we use your data in some circumstances (e.g., while we verify accuracy).

How to request: Contact us with details of what you want restricted.

Right to Data Portability You can request your personal data in a structured, commonly-used format that you can take elsewhere.

How to request: Contact us

Right to Object You can object to certain uses of your data, particularly marketing communications. You can opt out of marketing emails anytime by clicking "unsubscribe."

Right Not to Be Subject to Automated Decision-Making You have rights regarding decisions made about you solely by automated means. We don't make significant automated decisions about you.

How to Exercise Your Rights To exercise any of these rights, contact:

Peter Hutchinson Email: peter@elischools.com

Address: 7 Herbert Place, Dublin 2, D02EH93

We will respond to your request within one month. If you believe your rights haven't been respected, you can lodge a complaint with the Data Protection Commission (see section below).



8. Security Of Your Data

We take the security of your personal data seriously. We use appropriate technical and organizational measures to protect your data from unauthorized access, loss, or misuse:

- **Encrypted systems:** Sensitive data is encrypted
- **Access controls:** Only authorized staff can access your data
- **Secure storage:** Data stored on secure servers with backups
- **Staff training:** All staff trained on data protection and confidentiality
- **Physical security:** Premises secured; restricted access to areas holding personal data

However, please note that no method of transmission over the internet is 100% secure. While we do our best to protect your information, we cannot guarantee absolute security.

9. International Transfers

Some of your data may be transferred outside the European Union/European Economic Area (EU/EEA) in the following situations:

- **University applications:** If you're applying to universities outside the EU/EEA
- **Cloud services:** Our IT providers may store data on servers in different countries
- **Awarding bodies:** External exam providers may be located outside the EU/EEA

When we transfer data internationally, we ensure appropriate safeguards are in place (such as Standard Contractual Clauses) to protect your data.

10. Children's Privacy (UNDER 18s)

If you're under 18, we have additional safeguards:

- **Parental involvement:** We communicate with your parents/guardians about your education and welfare
- **Safeguarding:** We have enhanced child protection procedures to keep you safe
- **Data minimization:** We collect only necessary data
- **Secure accommodation:** We carefully vet and monitor host families
- **Supervision:** Appropriate supervision throughout your stay

For under-18s, parents/guardians have certain rights to access your information.

11. Cookies And Website

When you visit our website, we use cookies (small files stored on your device) to improve your experience. Cookies may collect information about:

- Your browsing behaviour
- Preferences
- Device information

You can control cookies through your browser settings. Some cookies are necessary for the website to function; others are optional and require your consent.



12. Changes To This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, or legal requirements. We will notify you of significant changes via email or by posting the updated policy on our website.

Last Updated: March 2026 **Next Review:** March 2027

13. Questions Or Complaints

Questions About Your Data

If you have questions about how we use your data, contact:

Data Controller

Email: peter@elischools.com

We aim to respond within 5 working days.

Complaints

If you believe your data protection rights haven't been respected, you can lodge a complaint with us first. Contact Peter Hutchinson using the details above.

If you're not satisfied with our response, you have the right to lodge a complaint with the **Data Protection Commission:**

Data Protection Commission Website: www.dataprotection.ie **Phone:** +353 (0)578 684 800 **Email:** info@dataprotection.ie

ACKNOWLEDGMENT

By enrolling at ELI Schools, you acknowledge that you have received, read, and understood this Privacy Policy. You consent to the collection, use, and processing of your personal data as described herein.