



10 February 2020

DATA PROTECTION & PRIVACY POLICIES

ELITE ANGLO CHINESE SERVICES

SAFEGUARDING EMERGENCY CONTACT

Gwyn Phillips Tel + (44) 01428 648393

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Or

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EMERGENCY CONTACT DETAILS

Name Eve Leung

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Elite Anglo Chinese Services
The Fold Space, 20 Clyde Terrace, Forest Hill, London SE23 3BA
Company No: 11632695 Registered in England and Wales

Data Collected from each student

The following student-information is confirmed to Elite Anglo Chinese Services by parents/guardians or educational agencies that are instructed by parents/guardians of each student.

Information we hold includes, but is not limited to:

- Full names of parents/guardians & students
- Home Address
- School Address
- Contact Details
- Medical Information
- Passport Information
- Image of student ID (Photo page of passport)

Host Family information is supplied to us by Host Family themselves during the online application.

Information we hold, includes but it not limited to:

- Full names of all household members
- Full names of all regular household guests
- Home Address
- Contact Details
- Medical Information (if a medical request is submitted by social services)
- Enhanced DBS Information
- Proof of ID as required for Enhanced DBS application
- Photos of the homestay property

Sharing your data

Student's data is shared with Schools and potential Host Families only, except in the event of a safeguarding risk or medical emergency where it may be shared with local services such as medical or social care.

Host Family data is sent to prospective students' parents/agents where the student is expected to stay with the host family.

Elite does not share any data with any 3rd party, without permission and no data is ever sold.

Storing your data

Our London office is completely paperless. Any physical documents that arrive are scanned into our network storage and the originals are shredded immediately.

All scanned documents are stored in our dedicated servers. Elite Anglo Chinese Services is full member of the ICO (Information Commissioners Office)

Any other information not stored in the form of a document image eg. Information given during online application, is stored in our database or in our Grayswood, secured office.

All hardware is owned, built, maintained and managed by Elite
All equipment used are protected by firewalls.

Retention period of information

For students, our retention period is the length of time a student is under our guardianship plus 7 years from graduation. All our accounts records will be kept for 7 years.

The Host Family information is also integrated in the same way as students and therefore needs to be held for a minimum of 7 years.

After 7 years of inactivity, the data held for students and host families is automatically deleted.

Privacy Notice

Your rights - The GDPR includes the following rights for individuals:

- the right to be informed: Elite is committed to fair processing of information, this is through our privacy notice on how your data will be kept and stored.
- the right of access: At any time, anyone may request the data that we store and how it is processed. Information will be shared without delay and within one month. This can be extended if agreed by both parties and the request(s) are complex or numerous.
- the right to rectification: If there are any inaccuracies in the information we are given, we shall let all parties' privy to the information know of the mistake and update them accordingly.
- the right to erasure: Once a contract has ended with Elite, students and host families have the 'right to be forgotten', and all data will be deleted in accordance with the above policy. This means that we would erase all their data from our records, after 7 years of inactivity. Once a student becomes 16, they have the 'right to be forgotten' and can request it themselves.
- the right to restrict processing: If data appears to be inaccurate, it will not be processed until verified. If processing the data becomes unlawful, processing will be restricted but not erased.
- the right to data portability: Elite does not fall under this category and data is not used commercially.

- the right to object: Elite may use data internally for marketing purposes, both text and photos. Everyone has the right to object to their information being used in this way. Simply let us know by emailing info@eliteacs.com

Charges – There are no charges to store or have access to your data.

Infringement – Elite has a duty to protect your data. If you believe there has been a breach of data protection, we suggest first contact our Data Protection Officer Eve Leung. If you are unsatisfied with the outcome of our internal investigation, please contact the Information Commissioner's Office (ICO) +44 303 123 1113