

PRIVACY POLICY

1. STATEMENT

This privacy policy explains how Country Cousins uses, and protects, any information you give us before, throughout, and after the enrolment process.

Country Cousins is committed to ensuring that your privacy is protected. We take the privacy of all site users (our students, and their parents and agencies) very seriously, and we take great care to protect your personal information. This policy applies to our processing of data collected through any means, actively as well as passively, online and from people located anywhere in the world.

Country Cousins may change this policy, and the page will always be updated when we do so, so please check the page to ensure you are happy with everything. This policy is effective from April 2017.

2. THE INFORMATION WE COLLECT

We will collect personal information, voluntarily given by you when you send information in the enrolment form, the request form on our website, and any emails you may send us. This will include information such as the following

- 2.1 Name, age, address, contact details of child and parents.
- 2.2 Relevant health information for child.
- 2.3 Personal information such as preferences and interests of child.
- 2.4 Other information relevant to ensuring your child has an enjoyable stay.
- 2.5 We collect IP addresses of visitors to our website. IP addresses are not linked to personally identifiable information. We only use IP addresses to analyse trends and gather broad demographic information for aggregate use.

3. HOW WE USE THE INFORMATION WE COLLECT

- 3.1 The information is used to ensure we meet all your needs.
- 3.2 We need to know about allergies to avoid medical issues.
- 3.3 We need to know about personal interests so that we place you with a suitable homestay.
- 3.4 We need to know about medical history in case you need any medical treatment when staying with us.
- 3.5 We may use the information to improve our products and services.
- 3.6 Internal record keeping.
- 3.7 The information collected is only used and seen by a small number of staff, and your homestay, unless it is necessary to notify teachers and activity providers for health reasons.
- 3.8 We will not sell any of the personal information you provide to third parties.
- 3.9 We will not pass on your personal information to any third parties not detailed in this policy except where required to do so by government agencies such as, but not only limited to, HM Revenue & Customs or the UK Border Agency.



4. SECURITY

Country Cousins is committed to ensuring that all held information is kept secure, and we have both physical and electronic procedures in place to guarantee this. However, no data sent over the internet is totally secure so any information sent is done at your own risk.

5. YOUR PERSONAL DATA

- 5.1 It is necessary for us to hold some data about our students in order to ensure their safety while on our courses.
- 5.2 If you believe that any information we are holding is incorrect or incomplete, please contact us and we will make any necessary corrections.

6. GOOGLE ANALYTICS

This website uses Google Analytics, a web analytics service provided by Google, Inc. ('Google'). Google Analytics uses 'cookies', which are text files placed on your computer, to help the website analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States.

Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage.

Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf.

Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

7. HOW WE USE COOKIES

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual.

The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

