



DATA PROTECTION POLICY

In line with the General Data Protection Regulations 2018 (GDPR), we as **Homestay and Venture Breaks (HS&VB)** seek to maintain a safe and secure environment for the data of all involved in our services including all members of hosting families, visitors, teachers, agents, activity providers, customers, interns, volunteers and directors.

The Purpose of our policy is to record:

- Why data is collected and with whom we share it
- How it is collected
- What measures are in place to keep that data safe
- What we would do in the event of a 'breach'

Why we collect personal data to enable us to:

- Ensure the regulatory compliance of our Homestay Hosts
- Match Homestay Hosts with inbound Visitors
- Manage the effective delivery of all aspects of the contractual arrangements agreed with those who contract with us
- Deliver a safe, quality experience to all our Visitors in the areas of teaching English Language, activity programme provision and airport transfers
- We only share personal data with GDPR compliant customers with whom we have an agreed contract for the purposes of matching visitors with Homestay Hosts, and for delivering any agreed airport transfer, teaching and activity provision

We collect data in the following ways:

- Hard copy documents at the time of Home Visitors and at the group Arrival Point
- Electronic data via email from Homestay Hosts, Agencies, group customers, teachers, interns and individual visitors
- Electronic data from Homestay Hosts via messenger, texts and WhatsApp
- Electronically via an Enquiry Form on our website

We take the following measures to keep data safe:

- Our emails and WhatsApp are encrypted
- All hard copy documents are stored in either a locked filing cabinet and/or a cupboard in the HS&VB office that is locked at all times when the office is closed; the office is in a lockable building
- Electronic data is stored in Dropbox, which is encrypted or on a computer that is located in the HS&VB office. Our accounts are only accessed from password protected devices.
- Emails are retained for a maximum of 2 years, following which they are deleted
- Regulatory documents received via text message, messenger and WhatsApp on the HS&VB mobile are deleted when they have been recorded for the purpose of evidencing regulatory compliance
- The HS&VB mobile is in the possession of a named Company Director at all times

In the event of a 'breach' we will:

- Notify you and the Information Commissioners Office (ICO) within 72 hours

Your rights of access to your data:

- You have a right to obtain a copy of the personal information we hold about you; if any of your data is found to be incorrect or incomplete, we will amend it
- You also have a right of erasure of your information; this means you can ask for your information to be deleted from our records, which could negatively impact on our ability to match you to visitors or work with you on the delivery of our contracts

The GDPR lead is Jennie Parsons

HS&VB will use the information you provide us with to be in contact with you as outlined above. Please sign below to show your consent. We will not share your data with third parties.

Name (please print) _____ Signature _____ Date _____

January 2024