



## LCO-France Privacy Statement

By using this website you agree to accept the terms of this privacy statement, its copyright and the terms and conditions on this website.

### Our commitment to privacy

This privacy statement explains how we (**LCO-France**) collect information from you via the website or in any manner described in the privacy statement and how this information is then used. When you provide us with your personal data, you consent to the processing of any such data as set out in this privacy statement. Please read this privacy statement carefully. If you have any questions about how we handle your personal information, please ring us on **0033 (0)473 72 4711** or e-mail us. You may also use these contacts to tell us about any concerns you may have about our privacy statement. Our policies conform with EU Data Protection Guidelines.

### Giving information on behalf of other people

When you give us information about another person, the other person must have agreed to :

- let us process all their personal data; and
- let you receive any data protection notices for them.

When you send information for someone else, you are confirming that you have told them :

- which data they must give;
- which information is voluntary; and
- how they can access and, if necessary, correct the data we hold about them.

### The information we collect during registration or enrolment

When you register for a course with us, you (or the person registering for you) must tell us :

- your full name;
- your sex;
- your date of birth;
- your address;
- your Nationality
- your Passport Number;
- where you heard about us;

We also request other information including your title, middle name, phone number and email address, but you don't have to give us these details (except that you must provide us with an e-mail address and telephone number where you buy an on-line course). Following registration and/or enrolment via the website, we may request additional personal data from you in order to further support your learning. When you register, we will give you a user-name and a password. You will also be asked to give the answer to a question of your choosing which will identify you.

### The information we collect when you access course materials

We collect information about how you use course materials in order to monitor your learning and improve our users' learning experience.

You can also decide to give us your home and mobile telephone numbers and your email address but you only need to do this if you want us and/or our approved learning providers to contact you about **LCO-France** developments and offers.

If you do not register as a member but use one of our on-line tests to test your skills, we ask you to provide your full name. This information is not retained by us but is used only when sending you your test results.

You may also provide personal data through:

- calls to our helplines;
- letters and e-mails;
- client feedback forms;
- our messaging system; or
- any conference, chatroom, message board, \*Instant messaging facility, web space or other interactive learning or communications facility operated by us.

\*Please be aware that 'Instant messaging' is where others using **LCO-France** forums or chat can message direct to your computer whilst you are also in the **LCO-France** forums and chat area.

We may record calls to helplines for quality and training purposes only. We will store calls for up to three months and we will keep them confidential. In general, if you contact us, we may keep a record of your call for a reasonable time in case you contact us again.

### Sensitive personal data

When you register with LCO-France, you do not have to provide us with any sensitive personal information. Where we invite you to provide such information, we will ask you to consent to our proposed uses of such data.

Sensitive personal data includes details of your :

- race or ethnic origin;
- political opinions;
- religious or other beliefs;
- trade-union membership;
- physical or mental health;
- sexual life; or
- criminal records (including information about criminal proceedings and suspected criminal activities).

### How we use the information we collect

We use your personal information :

- to answer your queries or complaints;
- to deliver our membership services, for example on-line tools to test your skills, chat rooms, message boards and Paging facilities;

- to support your learning;
- to provide course materials;
- to carry out administration;
- for general statistics and research;
- for obtaining any relevant professional advice;
- as may be required by law or in connection with legal proceedings (including where we intend to take legal proceedings), or as may be necessary to establish, exercise or defend our legal rights.

### Third parties and sponsors

To achieve the purposes set out in this privacy statement we may need to give your information to our service providers (including our approved learning providers), agents, professional advisers and auditors and to your tutor(s). Following registration and/or enrolment via the website, all of our approved learning providers will have access to your name and contact details to help us deliver our services to you.

We may also give your information to third parties who may take over part or all of the **LCO-France** business in the future, but only for the purposes outlined in this privacy statement. If your employer, trade organisation or other group is sponsoring you, we may give the personal information we have collected to your sponsor to monitor your learning.

Communications between you and your tutor using any of the tools or functions we make available to you (including unopened messages sent via our messaging system) may be monitored by **LCO-France** staff to check the quality of tutor support. **LCO-France** staff and auditors may also access these communications when we want to investigate or audit learner funding arrangements.

### Keeping you informed

We, and our approved learning providers, will use your information to send you regular updates about :

- our services and materials;
- additions to the website; and

If you wish to join **LCO-France** but do not wish to receive this information, untick the relevant boxes on the 'join us' page (inviting us to contact you by post and for customer feedback purposes). If you do wish to receive information about **LCO-France** developments and offers by telephone or email, please invite us to contact you by ticking the appropriate boxes. If at any time, you change your mind about receiving updates, you can change your preferences using "your details" on your learner home page.

We will never use your sensitive data for marketing purposes or to target you for customer feedback purposes without your express consent.

### Requests for information

If you have not registered as a learner or member but are simply making an enquiry or request for information, we will use your personal information to reply to your enquiry or request. We will not use this information for marketing purposes without your permission or unless you invite us to do so.

### Protecting your personal information

We take appropriate technical measures to protect your personal information. We have measures in place to make sure any personal information we collect is secure.

Even though we take appropriate steps to protect your security, you should remember that data transmission over the internet cannot always be guaranteed as 100% secure so you use the website at your own risk.

### Keeping your personal data

We keep personal data :

- for as long as is necessary to fulfil the purposes we collected it for;
- as required by law; or
- to enforce or defend legal claims.

Sometimes we will keep information that you have deleted, for example messages sent by you to your tutor, as a record of your learning experience. We will keep this information for a reasonable time.

### Cookies

Cookies are small text files which are sent to your browser by a web server and stored on your personal computer's hard disk. We use cookies on our site to :

- cut the number of times you have to type in data;

The cookies used on the website do not collect your personal information.

You can disable cookies but if you do, you may not be able to use certain features on our site and you may need to enter your password more frequently. If you want to know how to remove cookies from your browser, [go to the 'All About Cookies' website](#).

### Our policy for children

Our website is not designed for or directed at children under the age of 16. No one whose date of birth indicates that they are under 16 years will be able to register on-line as a learner or member. We recommend that you put parental controls on your internet browser and supervise your children when they are on-line.

### Your rights

You have the right to ask for a copy of all the information we hold about you (we will charge you a small fee for this) and to correct any inaccuracies. To obtain a copy of this information, please e-mail us. You can amend your details on the website at any time.

### Links

Our website contains links to other websites. We are not responsible for the privacy policies of other sites and we advise you to read the privacy statement of every website that collects personal information from you.

**Updated : 7th June 2007**