



Ten Garden

Privacy Notice

Address: 28 Regency Square, Brighton BN1 2FH



Privacy Notice

Date reviewed: 06 Nov 2020

Next reviewed date: 06 Nov 2021

About this policy

We understand that we have a responsibility to protect and respect your privacy and also to look after your personal data.

This Privacy Notice, inclusive of our Data Protection Policy, General Terms of Service, explains what personal data we collect, how we use your personal data, reasons we may need to disclose your personal data to others and how we store your personal data securely. We must advise that this policy is subject to change, so please check our website on a regular basis for any further changes.

Data Protection law has changed on 25 May 2018 and this Privacy Notice sets out your rights under the new laws.

About us

Ten Garden is a provider of Guardianship Services and School placement Service for International students studying in the UK. Ten Garden are based in Brighton. We have a registered office at 28 Regency Square, Brighton BN1 2FH. Kiki Zeng is the Director of Ten Garden.

What type of information we have

The personal data that we may collect from you may include your name, passport photo and details, address, email address, phone numbers and medical information. Please be aware that any video, image, or other content posted, uploaded or otherwise made available to Ten Garden whether published on our website or social media channels, is not subject to our Privacy Notice.

How we get the information and why we have it

We receive information about you from complete forms on our website or hardcopy, if you contact us by phone, email, social media chat channels, chat applications and by phone. If you provide us with personal data about a third party (for example when giving relatives details on their behalf), you warrant that you have obtained the express consent from the third party for the disclosure and use of their personal data

We use information about you in the following ways:

- To process your application form submitted to us for our Guardianship services or School Placement Request submitted to us;
- To process this information to ensure we can offer you the best service;
- To help us identify you and any accounts you hold with us;
- To enable us to review, develop and improve your contract with Ten Garden;
- To provide customer care, including responding to your requests if you contact us with a query;
- To administer accounts, process payments and keep track of billing and payments;
- To detect fraud and to make sure what you have told us is correct;
- To carry out marketing;
- To review job applications;
- To notify you about changes to our website and services;



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- To provide you with information about products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes; and
- To inform you of service and price changes.

Who has access to your personal data

Here is a list of all the ways that we may use your personal data and how we share the information with third parties. For clarity, we have grouped them into the specific products and services that we offer:

We process your data for administration, billing, support and the provision of services. Your data may be shared with other educational facilities, host families, schools, taxi and transport companies and safeguarding leaders. For the avoidance of doubt, we do not and never shall sell your personal data to third parties for marketing or advertising purposes.

We may pass your personal data to third parties for the provision of services on our behalf (for example processing your payment). However, we will only ever share information about you that is necessary to provide the service and we have specific contracts in place, which ensure your personal data is secure and will not be used for any marketing purposes.

Similarly, we may share your personal data if we are under a duty to disclose data in order to comply with any legal obligation or to protect the rights, property, or safety of Ten Garden our customers, or others. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

How we store your information

We follow accepted standards to store and protect the personal data we collect, including the use of encryption if appropriate.

All information you provide to us is stored on our secured servers held at Ten Garden office. From time to time, your information may be transferred and stored in a physical format or taken to another educational facility. However, we will ensure that reasonable steps are taken to protect your data in accordance with this privacy notice. As the transmission of information via the internet is not completely secure, we cannot guarantee the security of your data transmitted to our site and any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

We will keep your personal data for the duration of the period you are a customer of Ten Garden. We shall retain your data only for as long as necessary in accordance with applicable laws. Once your application is completed or if you leave our Guardianship services, we may keep your data for up to 5 years after you have cancelled your services with us in accordance with our educational accreditations and applicable laws. We may not be able to delete your data before this time due to our legal and/or accountancy obligations. We assure you that your personal data shall only be used for these purposes stated herein.

Your data protection rights

Data protection laws state that Ten Garden are only able to process personal data if we have valid reasons to do so. The reasons we process your personal data include, but not limited to, your consent, ensuring we provide the correct care for you, and billing to contact you.



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In preventing the use or processing of your personal data, it may delay or prevent us from fulfilling our contractual obligations to you. It may also mean that we shall be unable to provide our services or process the cancellation of your service. You have the right to object to our use of your personal data, or ask us to delete, remove or stop using it if there is no need for us to keep it. This is known as 'your right to be forgotten'. There are legal and accountancy reasons why we will need to keep your data, but please do inform us if you think we are retaining or using your personal data incorrectly.

Our Privacy Notice shall be made clear to you at the point of collection of your personal data. You can view, edit or delete your personal data by contacting us. You can also make choices about Ten Garden's collection of your data and how we use it.

You have the right to ask us not to process your personal data for marketing purposes. If you choose not to receive marketing communications from us about our products and services, you will have the choice not to choose these by ticking the relevant boxes situated on the pages. We will not contact you for marketing purposes unless you have given us your prior consent. You can change your marketing preferences at any time by emailing Ten Garden.

Accessing and updating your data

You must ensure the accuracy of your information and ensure all your details, including but not limited to, name, address, title, phone number, e-mail address and payment details are kept up to date at all times.

You have the right to access the information we hold about you. Please email your requests to guardian@tengarden.co.uk so that we can obtain this information for you.

Use of cookies

Uses of cookies. Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. Ten Garden follows all current UK laws in respect to using cookies.

Liability

We agree to take reasonable measures to protect your data in accordance with applicable laws.

Data Breaches

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with where necessary.

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline number: 0303 123 1113