

## **PRIVACY POLICY & COOKIES**

We collect information from you when you place an order or enter information on our website. We are committed to protecting and respecting your privacy. We take the privacy of all of our customers and site users seriously and take great care to protect your personal information.

We review this policy regularly and will update it from time to time. When it is updated, any changes will be published here.

### **WHO WE ARE?**

1. Langcoach trades as Langcoach LTD, address: Suite 1, 5th Floor, City Reach, 5 Greenwich View Place, London E14 9NN, United Kingdom. (Hereinafter referred to as "LangCO"), and the person, acquiring paid services from [www.lang-coach.com](http://www.lang-coach.com) (hereinafter -"user").
2. The term "you" ("user") refers to anyone who visits, uses and/or views [www.lang-coach.com](http://www.lang-coach.com)
3. When you join us, use our websites and when registering for any of our services, you are consenting to this privacy policy and the ways in which we use your personal data as outlined in this policy.
4. If you do not agree with this policy then please do not provide us with your information or continue using our websites.

### **HOW DO WE USE YOUR DATA?**

5. You will not be required to submit any information when visiting our site. When creating an account, we will collect your name, phone number, email and location. We may also collect other information if you contact us for information, via our website, by email, by phone, or via social media channels, or use certain other site features in the following ways:
  - To improve our website in order to better serve you.
  - To allow us to better service you in responding to your customer service requests.
  - To quickly process your transactions.
  - To ask for ratings and reviews of services or courses.
  - To follow up with them after correspondence (WhatsApp, Skype consultation or email).
  - To notify you about changes to our service.
6. If you wish to use any of our paid services, we may collect your relevant payment information, please be aware that this payment information will be stored, processed, and secured by our third-party payment processor Stripe and the use and storage of that information are governed by the payment processor's applicable terms of service and privacy policy.

## LEGAL BASES FOR PROCESSING YOUR DATA

7. The General Data Protection Regulation (GDPR) establishes 6 legal bases on which we can process your data: these are Consent, Contract, Legal Obligation, Vital Interests, Public Task and Legitimate Interests. For further information about these legal bases and fuller definitions, please refer to the [ICO website](#).
8. For all data collected as part of the process of enquiring about, applying for and booking a course or for any other related service (e.g., where you give us feedback about aspects of this provision), we process using contract or legitimate interests, namely the fulfilment of the booking.
9. Any processing of customer data not directly related to the fulfilment of a booking or related services, such as signing up for blog updates on our website, or sending messages to you on behalf of third parties, is managed under Consent. From time to time, we may use elements of the data you supply to target the messages we send to you.
10. We will make it as easy as we can for you to opt out of unwanted processing under Consent, providing it does not restrict our ability to provide you with the primary service you have requested.
11. We collect data for a wide range of purposes. Data is managed to ensure that it is either erased from our system when it is no longer required for the purpose for which it was collected, retained for legal reasons, or minimised and retained. We do not sell your data at any time.

## DATA SECURITY

12. The data collected is stored in a secure environment in order to prevent unauthorised access.
13. We only keep your information for as long as we need it to provide you with the services or information you have requested, to administer your relationship with us, to comply with the law, or to ensure we do not communicate with those that have asked us not to.
14. When we no longer need this information, we will dispose of it securely.

## NON-IDENTIFYING INFORMATION

15. Whenever you visit our site, we may collect non-identifying information from you, such as your IP address, interactions with the site and service, location, referring URL, browser, operating system, cookie information, usage, data transferred and internet service provider. Without voluntary compliance on the part of your internet service provider or additional records from a third party such as your wireless provider, this information alone cannot usually be used to identify you.

## REMOVING INFORMATION

16. If you want your information to be removed from our database, please contact us. We will generally endeavour to delete our database of user information at regular intervals, but we cannot guarantee that your information has been or will be deleted immediately. Although some changes may occur immediately, information may still be stored in a web browser's cache. We take no responsibility for stored information in your cache, or in other devices that may store information, and disclaim all liability of such.

## COOKIES

17. A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server. Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies. Our service providers use cookies and those cookies may be stored on your computer when you visit our website, however, these cookies do not contain any information that is personally identifiable to you.
18. We use cookies on the website to:
  - Help remember and process the courses you purchased.
  - Understand and save user's preferences for future visits.
  - Compile aggregate data about site traffic and site interactions in order to offer better site experiences and tools in the future. We may also use trusted third-party services that track this information on our behalf (e.g., Google Analytics).
19. You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings.
20. Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version.
21. Blocking all cookies will have a negative impact on the usability of many websites. If you block cookies, you will not be able to use all the features on our website.

## LINKS FROM OUR WEBSITE

22. Our website contains links to and from websites operated by individuals and companies over which we have no direct control. If you follow a link to any of these websites, please note that these websites have their own privacy and terms of use policies and that we do not accept any responsibility or liability for these policies. We advise you to check these policies before you submit any personal data to these websites.

## CONTACT

If you have any questions about our privacy policy, please contact us:

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5 Greenwich View Place.

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