

GDPR privacy for accommodation providers – IH BRISTOL

IH Bristol takes data protection and the privacy rights of our homestay accommodation providers extremely seriously. IHB complies with GDPR, which sets out the basis on which information is collected, stored and shared by IHB.

IHB is the data controller for the information you give us about yourself, other members of the household and the accommodation. Data controllers decide the purpose for which data is collected and how that data is processed.

What information about you do we hold?

- Personal information such as, for example, names, DOBs, email addresses, phone numbers, address, etc
- Characteristics such as, for example, native/first language, nationality, occupation, hobbies or interests, details of other members of the household)
- Medical information where relevant
- Bank information in order to make payments to you

Why do we need this information?

- to select the students to place with you so that the accommodation matches their needs and preferences and so that the students match any criteria you may have established with us
- to ensure we are adhering to our safeguarding policies and procedures
- to provide appropriate pastoral care
- to ensure you are paid promptly for the services you provide.

On what basis do we collect and use this information?

Under GDPR Article 6:

(f) Legitimate interests: the processing is necessary for our legitimate interests.

Collecting accommodation provider information:

Most of the information you provide is mandatory. That means, it is the minimum information needed for us to place students with you. If we ask you to provide non-mandatory information, we will make it clear that such information is optional.

How do we store your data and how long do we keep it?

We store your data on an encrypted database on our in-house servers. All our data is double password protected and only accessible by approved members of staff. We keep your data for as long as you are offering homestay accommodation to our students or until you request that we remove it. If requested we can delete the information as long as you are no longer hosting

students. Paper records are kept locked in a secure cabinet in a locked office. Paper records are shredded when a homestay provider stops working with us.

Who do we share your information with?

We routinely share your information with:

- Students you are going to host and their families/emergency contacts
- Agents who send students to study with us
- Professional bodies such as IHWO, English UK,
- Exam boards Cambridge ESOL, Trinity College London (where the student gives your address for its certificate to be sent to)
- Inspection bodies such as AUK
- UK Visas and Immigration upon request
- Transport providers who ferry students to your home from the airport (name and address only)

We never share your information for marketing purposes with third party marketing companies under any circumstances.

Why do we share your information?

We only share your information when it is necessary to do so to provide homestay services to our students, to pay you for providing such services or when required to do so by law, for example, Visas and Immigration. In addition, we share your information with inspection bodies (see above) whose role is to inspect all our services including accommodation, with English UK, who collect and collate anonymised data from language schools.

From time to time, we may ask you for permission to use a photograph of your accommodation in our publicity material. This is voluntary and will never be done without your consent.

Legal Information and how to contact us

Should require access to the data we hold about you and your household, please email us on info@ihbristol.com, subject line Data Controller. If you have any questions about this policy please contact us on the same email.

You have the right to request that we:

- Amend, rectify or erase your data
- Object to the processing of data likely to cause or causing damage or distress
- Claim compensation for damages caused by a breach of the data protection laws

Under the currently applicable laws, we have assessed with help from the Information Commissioner's Office that we do not have to have a named data protection officer for IH Bristol services and products provided via our websites, newsletters, events and other products and services. The data controller is the organisation responsible for protecting information and in our case, is IH Bristol. You can contact the data controller via email to info@ihbristol.com.

If you would like access to or a copy of the personal information we hold about you, to request a correction, or have any questions about how we may use it or to make a complaint, please contact the data manager by email info@ihbristol.com or 01179090911.

Requests will be dealt with by the data manager and will be responded to within a reasonable period no longer than 30 days.

If you are not satisfied with the way your request was handled, you have the right to lodge a complaint with the supervisory authority:

Information Commissioner's Office

<https://ico.org.uk/concerns/>

Tel: +44 303 123 1113