

UK Agency Services

Privacy Policy

UK Agency Services (we, us or our) are committed to ensuring that your privacy is protected and respected.

This policy along with our [Cookies Policy](#), sets out the basis on how we use and protect any personal data we collect from you or provide to us, will be processed by us and you can be assure that it will only be used in accordance with this privacy statement.

Please read the following policy carefully and make sure you fully understand out terms and practices regarding the handling and treatment of your data. By using our sites (www.londonworkexperience.com, www.londonworkexperience.it, www.londonworkfr.com) and/or our services you are accepting this policy.

The controller of data is (UK Agency Services), registered in England, Company Registration number (7858065) at (201 Cervantes House,5 – 9 Headstone Road Harrow Middlesex HA1 1PD)

WHAT WE COLLECT

The personal data we collect is supplied to us by the individual it concerns, a legal parent or guardian or an active/third-party agent for whom you have given prior consent. You may give us information about you via any forms on our sites (www.londonworkexperience.com, www.londonworkexperience.it and www.londonworkfr.com) or by liaising with us by email, phone/whatsapp or in person. This comprises of information you give us when registering for our newsletters, contacting us through our phone, completing a contact form, booking a room and other related services, participating in survey, competition or promotion.

Wemay collectthe following personal data:

(a) “User Provided Information”

Such as first name, last name, email address, phone number, gender, nationality, status, date of birth. This is our primary mechanism to identify you and understand what you are looking for in order for our team to help with your enquiry.Further details may be asked for depending on extra service at the time of booking.

(b) “Automatically Collected” Information

When a User or Visitor visits our website, we may automatically record certain information from the User’s or Visitor’s device by using various types of technology, including cookies.

This “automatically collected” information may include IP address or other device address or ID, web browser and/or device type, the web pages or sites visited just before using our Service, the pages or other content the User or Visitor views or interacts with on and the dates and times of the visit, access.

We also may use these technologies to collect information regarding a Visitor or User's interaction with email messages, such as whether the Visitor or User opens or clicks on a message.

We may obtain information, including Personal Data, from third parties, such as credit rating agencies, and Integrated Services. If we combine or associate information from other sources with Personal Data that we collect through the Service, we will treat the combined information as Personal Data in accordance with this Policy.

HOW WE USE& STORE YOUR INFORMATION

The data that we collect from you will be stored in the EEA and will not be transferred to, and stored at, a destination outside of this region.

We are committed to ensuring that your personal information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the personal information we collect online.

In order to secure your personal information, we use a SSL; a standard security protocol which establishes encrypted links between a web server and a browser, thereby ensuring that all communication that happens between a web server and browser(s) remains encrypted and hence private.

WHAT WE DO WITH THE INFORMATION

We use information held about you to understand your needs and provide you with a better service.

Our processes, purposes and legal bases for processing your personal data are:

[where: C=Consent, X=Contract, S=Statutory obligation, V=Vital, P=Public, L=Legitimate interests]

To permit you to book and manage rooms and other related services offered by us (English courses and job service) (C)

To improve our product and services (L) (P)

For us to send you promotional emails about new products, special offers or other information we think you may find interesting (L) (C)

For us to send you relevant marketing material (C)

For us to arrange and manage contracts resulting in financial agreement (X)

For us to retain copies of communication between us (L)

For us to comply with statutory obligations (e.g. GDPR, accounting, taxation, immigration etc) (S)

Our legitimate interests (L) are contract and preserve system security and integrity.

In particular, we will use your information for the following purposes:

ACCOUNT REGISTRATION

We will use the information you provide to us when you contact us on our Websites to set up and maintain your account. We may also obtain information about you from other sources and add this to your account profile for example, updated contact details through our hubspot account.

BOOKING REQUEST

When you place a booking via our website/client zone, we will use your information to process and fulfil your booking and provide you with the service you expect.

ANSWER TO QUERIES

We may use your customer information to respond to your queries for example, about a booking or problems logging on, navigating on our website or accessing your account. In order to address your query you may be contacted by email, over the telephone, or other communication method by a member of our team. We may also use your contact details to send you follow-up information about a booking and promotions.

IMPROVEMENT

1.1 On site Experience

For improving your onsite experience and providing you with information about accommodation and services, special offers and promotions: We use the information gathered from your cookie file in conjunction with other personal information provided by you, so that we can create a more effective Website by assessing content and traffic flows on the Website. We use this information to provide you with a more personalised experience. When you register your account or place a booking via our website, we may use your personal information

1.2 Analytics

We use Google Analytics to measure and evaluate access to and traffic on the Public Area of the Site, and create user navigation reports for our Site administrators. Google operates independently from us and has its own privacy policy, which we strongly suggest you review. Google may use the information collected through Google Analytics to evaluate Users' and Visitors' activity on our Site.

We take measures to protect the technical information collected by our use of Google Analytics. The data collected will only be used on a need to know basis to resolve technical

issues, administer the Site and identify visitor preferences; but in this case, the data will be in non-identifiable form. We do not use any of this information to identify Visitors or Users

INTERNAL OPERATIONS

For internal operations and analysis: We may also use your personal information for internal administration, analysis and quality assurance purposes, including fraud prevention.

COOKIES AND TRACKING TECHNOLOGIES

We use automatically collected information and other information collected on the Service through cookies and similar technologies to: personalize our Service, such as remembering a User's or Visitor's information so that the User or Visitor will not have to re-enter it during a visit or on subsequent visits; provide customized advertisements, content, and information; monitor and analyse the effectiveness of Service and third-party marketing activities; monitor aggregate site usage metrics such as total number of visitors and pages viewed; and track your entries, submissions, and status in any promotions or other activities on the Service.

WHO WE SHARE THE INFORMATION WITH

We will not sell or lease your personal information to third parties unless we have your permission or are required by law to do so.

We may share your information with selected third parties as necessary for business administration, customer performance, marketing and operational, analytical, quality assurance and (though only in relation to anonymised data) marketing assistance (for example, to explore consumer trends) or other purposes as set out below.

- Compliance with laws and regulations. We may disclose your personal information to third parties, such as official bodies and our professional advisers, as far as we believe it is necessary: to comply with relevant laws, orders or regulations; to enforce our Website Terms and Conditions of Use or other contractual agreements; and to protect our property and other rights, including those of our group companies and customers and others.

- Credit reference agencies and payment processors: When you make a booking via our website, we will automatically pass certain personal information which you provide to us

(for example, your name, credit card, billing address details) to third party credit reference agencies, payment processors or other third parties for the specific purpose of verifying that information.

INTERNATIONAL DATA TRANSFER

Our team operates in the UK, France and Spain with UK being the lead supervisory authority.

Therefore the collected information might from time to time be accessed from a different country than the UK and therefore be transferred across borders, but always within the EEA.

RETENTION AND DESTRUCTION

Our policy is to provide our customers with control over retention and destruction of their data. Individual users can be deleted anytime. If a customer wishes to no longer share his personal data, then the customer needs to send an email to marketing@ukaservices.com asking to be removed from our system. Deletion will take up to 24h and is irrecoverable.

We store data for a maximum of 10 years after the expiry of any financial year in which any contract we have arranged for you is discharged.

The GDPR provides you with the rights to access, rectify and erase your personal data; and to restrict or object to processing, and to supply or transfer your data in portable format.

You have the right to lodge a complaint with a supervisory authority. In the UK this is the ICO.

LINKS TO OTHER WEBSITES

Our website may contain links to other websites of interest. Once you have used these links to leave our website, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy policy. You should exercise caution and look at the privacy statement applicable to the website in question.

ACCESS TO PERSONAL INFORMATION

You can view and change your account settings and information at any time by accessing your online account and updating the details. The GDPR also gives you the right to access and receive a copy of the personal information which we hold about you for free. If you would like a copy of the information held on you please write to UK Agency Services at 19, Parmiter Street London E2 9EX, London. If you believe that any information we are holding on you is incorrect or incomplete, please write to marketing@ukaservices.com as soon as possible. We will promptly correct any information found to be incorrect.

UPDATES TO THIS POLICY

We update this privacy policy from time-to-time, particularly as technology changes. We suggest you check back from time to time for the latest version.