

Privacy Notice

Here at SigningBSL, we take your privacy seriously and will only use your personal information to provide the products and services you have requested from us. We therefore follow the mandatory regulations set out in the Data Protection Act and GDPR (General Data Protection Requirement).

Who are we and what do we do?

SigningBSL currently offers BSL Courses and Workshops to the general public, businesses and to educational professionals.

When do we collect information about you?

- When you enquire about a course or sign onto a waiting list
- When you book a workshop
- When you subscribe to receive on-line resources
- When you purchase merchandise

What information do we collect and for what purpose?

- Name, Address, Telephone and Email which, with your permission, is used to communicate to you, information regarding classes and other services and events we offer.
- Details of the class booking include the venue, class dates and times. This lets us know who is attending which class. We may also use this information to ascertain which classes and venues are most popular.
- Names of the persons attending courses, their gender, date of birth and whether they have attended before. This lets us know who to expect, and to ensure that the training content is geared to the age and gender.
- How you heard about Signing BSL e.g. Internet, Word of Mouth which we use to ascertain the effectiveness of advertising.

- Information regarding any medical conditions, or any other information such as dietary, or access issues, so that the teacher is aware of any requirements.
- Information regarding any products or services purchased e.g. resources or merchandise in order that we can process the order or service requested.
- When you sign up to attend a class or workshop, a record is kept electronically/on paper of who attended and who is absent. Reminders may be sent to absentees. Delegates names may be used for awarding certificates.
- Statistical IP address data from your visit(s) to Signing BSL website may be picked up by Facebook Pixel. This data is used to understand how you are using our website.
- Confirmation of receipt for payment for class bookings, or merchandise and other services. Confirmation emails are sent when payments are received.
- No bank account or card information is stored by SigningBSL or The Signing Company. Payments are currently processed using online personal banking or Paypal. Only personal details, along with how you paid will be on the payment confirmation.

Who might we share your information with?

SigningBSL does not share any of your personal information with any other party. Information is not sold on to other agencies. However, when you attend a class the Centre may ask you to fill in an attendance form.

How do I find out what information you are holding?

In writing, or via email.

Should you wish to receive the details that we hold about you, please contact us using the contact details below.

How can I change my preferences?

In writing, via email, or via the website if an account holder.

If you consent to us contacting you for the purposes stated in the What

information do we collect and for what purpose, please tick to say how you would like us to contact you:

Post

Email

Telephone

Text message

Automated call

Request for Information Address

SigningBSL

The Signing Company

Personal Data Request

4 Mattocke Road

Hitchin

SG5 2NZ

Enquiries@signingbsl.co.uk

Changes to our Privacy Notice

The Privacy Notice will be regularly reviewed and updated where appropriate. This Privacy Notice has been compiled in April 21.