

Privacy policy

1. Introduction

Your privacy is important to us. This page describes the practices we follow at International House Belfast and the group of companies to which it belongs in order to respect the privacy of the data collected by us, or sent to us, whether online or not, including any personal data collected or sent through our website, or through the social media sites and apps that we control, as well as through any emails we send in HTML format.

If you are **under 13 (USA), 14 (Spain) or 16 (rest of the EU and the world)**, you must ask your parents or guardians for their consent before submitting your personal information to this website. If we have reason to believe that someone does not meet the required age and we have collected your personal information without the relevant consent, we will delete this information as soon as possible and we may disable that person's access to the corresponding website.

We may update this policy document from time to time. If we make any substantial changes to the rules governing this website or the way we treat your personal information, we will communicate this change through a note posted on the website. Your continued use of the site after any such notification of policy changes will imply that you accept and consent to the changes. We encourage you to visit and review this page regularly.

If you have any questions about our privacy policy, your personal information, or the practices of this website, please contact us.

2. Who is responsible for processing your personal data?

- Identity:
 - International House Belfast Central Office, 109-111 University Street Belfast
 - Mailing address: 109-111 University Street Belfast
 - Phone: +44 (0) 2890 330700
 - Email: study@ihbelfast.com

3. What personal information do we collect?

Personal information (or personal data) is information that can identify you personally, such as your:

- First name
- Postal address (including billing and shipping addresses)
- Phone number (including home and mobile phone numbers)
- Email address
- Credit and debit card number
- Social media account ID
- Country of residence
- IP address
- Preferred educational courses

- Browser and device information
- Server log file information
- Information collected through cookies, pixel tags and other technologies
- Demographic information and other information provided by you
- Location information

4. How do we collect your data?

We along with our service providers may collect personal information in several ways:

a) Data from you: information such as your date of birth, gender and zip code, as well as other information, such as your preferred means of communication, can be collected when you voluntarily provide this information to us.

b) Through our website: we can collect personal information through the site, for example, when you subscribe to a newsletter or make a purchase.

c) Through your browser or device: certain information is collected by most browsers, or automatically through your device. We use this information for statistical purposes and to ensure that our website functions correctly.

d) Through our server's log files: your "IP Address" is a number that is automatically assigned to the computer or device you are using by your Internet Service Provider (ISP). An IP address is automatically identified and recorded in our server log files each time a user visits the website, along with the time of the visit and the page(s) they have visited.

e) Use of cookies: cookies allow a web server to transfer data to a computer or device for the maintenance of records and other purposes. If you do not want information to be collected through the use of cookies, there is a simple procedure in most browsers that allows you to refuse the use of cookies. [See our Cookies Policy.](#)

f) Physical location: we can collect the physical location of your device.

g) Offline: We can collect your personal information offline, for example when you contact customer service over the phone.

h) From other sources: we may receive your personal information from other sources, such as public databases, joint marketing partners, social networking platforms, or other third parties. For example, if you choose to connect your social media account to your website account, certain personal information from your social media account may be shared with us.

i) In some cases, we may use an external payment service to process purchases through the website (e.g. PayPal). In these cases, your personal information may be collected by this third party and not by us and will therefore be subject to the privacy policy of the third party, instead of this privacy policy. We are not responsible for the use or disclosure of your personal information by any third party.

5. What do we use your personal data for?

In International House Belfast and the group of companies to which it belongs, we process the information you provide us in order to provide you with the services you request, invoice you for these services where appropriate, manage the process of sending you information about our services, and provide you with information on our courses, special offers and other related services that we believe may be of interest to you.

We also need your personal data to allow you to participate in forums, chats, profile pages, blogs and other services through which you can publish information and materials (including our social networking pages).

In addition to these reasons, which are directly related to the services we make available to you, we also use the personal information we collect about you for internal research purposes and statistical analysis, which helps us better understand the needs and preferences of our users.

International House Belfast and the group of companies to which it belongs will process your personal data, both from inside and outside the EU, primarily in order to complete your reservation, provide you with the products and services you have requested (including travel insurance coverage), and so that we can undertake our customer service and marketing activities. The business partners with whom we share information are only those who need access your personal information to be able to process the order you have requested (such as transportation assistance, accommodation services, or schools) and they will only receive the information they need for that purpose.

Any transfer of data will be carried out in accordance with the relevant legislation and we will take all the necessary measures to guarantee that the third parties involved provide an adequate level of protection.

6. How do we protect your personal data?

International House Belfast has the capacity to provide technological and operational security designed to protect personal information against loss, misuse, alteration or destruction. However, we are not responsible for the policies and practices of collection, use and disclosure (including data security practices) of other organizations such as Apple, Facebook, Google, Microsoft, or any other application developer, application provider, social network platform provider, operating system provider or device manufacturer; this includes any personal information that you disclose to other organizations through or in connection with the applications of our social network web pages.

Online registration and payment of our courses is carried out through a secure server.

The personal information you provide will be stored in a confidential file for which International House Belfast will be solely responsible. We use demographic information purely for internal research purposes and statistical analysis, to help us better understand the needs and preferences of our users.

7. How long will we keep your data?

The personal data you provide will be kept as long as you do not request it to be deleted.

8. What is the legal basis for the treatment of your data?

The legal basis for dealing with your data is so that we can manage the different services we offer.

As we believe is necessary or appropriate, we will treat your personal information in order to:

- comply with any legal process
- respond to requests from public and governmental authorities, including public and governmental authorities outside your country of residence
- apply our terms and conditions
- protect your rights, security and privacy
- protect our operations and those of any of our affiliates

- protect our rights, privacy, security and property, as well as those of our affiliates and others
- allow us to search for available solutions, or limit any damage we may suffer

This offer of services is based on the consent that we request from you. Withdrawal of this consent does not condition the execution of these services.

9. Which organizations will your information be passed on to?

Your data may be passed to the other members of our group of schools and, under certain circumstances, to those institutions with which the companies in our group organize events, as well as those that sponsor such events. These events will always be linked to your interests and the objective is to offer you products and services related to those you have requested and to retain you as a customer.

Beyond these circumstances, your data will **only** be transferred to third parties where there is a legal obligation to do so.

10. What are your rights when you provide us with your information?

- You have the right to obtain confirmation that International House Belfast or any of the companies in the group it belongs to, are managing personal data that concerns you.
- You have the right to access your personal data, as well as to request the correction of inaccurate data or, where appropriate, request its deletion when, among other reasons, the data is no longer necessary for the purposes for which it was collected. In these circumstances we will only keep your data for the pursuit or defense of possible claims.
- In certain circumstances and for reasons related to your particular situation, you can object to the processing of your data. International House Belfast and the other companies of the group to which it belongs will then cease to process your data, except for compelling legitimate reasons, or for the pursuit or defense of possible claims.
- To exercise your rights of access, rectification, limitation, portability and opposition to the processing of your personal data, you only have to send an email with your request to study@ihbelfast.com or, if you prefer, you can write to International House Belfast, Mailing address: 109-111 University Street, Belfast, BT7 1HP

11. Video surveillance camera

International House Belfast has a CCTV surveillance system in place covering the main front door and front of building. There is also a CCTV system covering the corridors of Sandhurst Apartments. Both systems are in place to ensure the safety of employees and students, and to safeguard the company's equipment.

With regard to processing personal data obtained by camera for video surveillance purposes, we inform you:

- Footage is recorded onto a hard drive located in IH Belfast premises. The footage is "overwritten" every 14 days.
- That the recipient of your personal data is: International HouseBelfast.
- That you can exercise your rights of access, correction, cancellation and opposition to the organization responsible for the file.
- That the organization in charge of the file is International House Belfast and its address 109-111 University Street Belfast, BT7 1HP.