

## PRIVACY NOTICE

**Glasgow ESOL Forum** is committed to protecting your privacy and being transparent about the collection and use of your personal data when you use our services or website, in line with the [General Data Protection Regulation](#) (GDPR) 2018.

**Glasgow ESOL Forum** will:

- Be fair, lawful and transparent when we process personal data.
- Only collect and use personal data for specific, explicit and legitimate purposes.
- Only collect data that is adequate, relevant and limited to what is necessary.
- Keep data accurate and up to date.
- Only keep data for as long as is necessary.
- Keep your personal data secure.

The purpose of this Privacy Notice is to simply explain how **Glasgow ESOL Forum** processes your data, whether you are using our services, interested in working or volunteering with us or just browsing our site and what controls you have over our use of it.

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### 1. Using our services

**Glasgow ESOL Forum** offers several services regarding English to Speakers of Other Languages (ESOL) in Glasgow.

We are required to hold the details of people who have requested our services in order to provide support. We will only collect the details we need and will only use them to deliver the service requested.

**Services we provide:**

1. English to Speakers of Other Languages (ESOL) classes:

We collect learner registration information for our **ESOL in the Community** and **Volunteer Tutor Project** classes.

We use a learner registration form to collect the following learner information: first name, surname, postcode, ESOL level, languages spoken, emergency contact details and anonymized Equalities Monitoring data. We keep a digital copy securely stored in Google Drive and in Microsoft Sharepoint, which only relevant staff members can access. We will ask if a learner has joined [Glasgow ESOL Register](#) and offer to assist them joining if they haven't. Any personal data used by staff to join the Glasgow ESOL Register, i.e. a yellow certificate with first name, surname, postcode, ESOL level, languages spoken, date of birth, immigration status, will automatically be deleted once the request is finished.

The information we collect is used to contact learners and identify further ESOL opportunities for them. We collect Emergency Contact details in case of an emergency. We use anonymised learner data in our funding reporting. This information is handled confidentially and will be held only for the academic year it is collected in.

## 2. Making an enquiry

We receive enquiries in person, via telephone, and via email. We have a list of [staff e-mail addresses](#) on our website for any enquiries. We keep anonymous statistical monitoring information of the enquiries we receive.

## 3. Signposting learners to partner organisations

We work in partnership with organisations and we will occasionally signpost learners to external organisation for further advocacy and support needs. We will only share learners' names and ESOL levels, with written permission of the learner.

## 4. Using resources

We host external links to [English Language teaching resources](#) on our website. We do not accept responsibility for the privacy policies of external websites hosted on our website. For more information about individual privacy policies of those third-party websites, please see the privacy policies on their pages.

## 2. Supporting our organisation

There are various ways in which you can support our organisation.

### 1. Following us on social media

We post updates from our projects, information about ESOL classes in Glasgow, English language teaching resources, and other opportunities in the Glasgow area on our Facebook and Twitter pages. If you choose to follow us on those platforms, we will not share your personal details in any way.

### 2. Receiving our newsletters

If you **opt-in** using a mailchimp signup form, we will send you a quarterly Volunteer Tutor Project newsletter using the Mailchimp platform. You can unsubscribe at any time using the link provided.

We do not share data with any third parties and take all necessary measures to ensure that any personal information we receive is kept securely in a Microsoft Sharepoint account. Only relevant staff members have permission to view such information.

Glasgow ESOL Forum uses online platforms to communicate with volunteers, learners and partners or to raise money for our organisation, such as Facebook, Twitter, Mailchimp, SurveyMonkey, Eventbrite and MyDonate. To see the specific privacy notices for each platform, please follow the links below:

**Facebook:** [https://en-gb.facebook.com/full\\_data\\_use\\_policy](https://en-gb.facebook.com/full_data_use_policy)

**Twitter:** <https://twitter.com/en/privacy>

**Mailchimp:** <https://mailchimp.com/legal/cookies/>

**SurveyMonkey:** <https://www.surveymonkey.com/mp/legal/privacy-policy/>

**Eventbrite:** [https://www.eventbrite.co.uk/support/articles/en\\_US/Troubleshooting/eventbrite-privacy-policy?lg=en\\_GB](https://www.eventbrite.co.uk/support/articles/en_US/Troubleshooting/eventbrite-privacy-policy?lg=en_GB)

**MyDonate:** <https://www.btplc.com/mydonate/aboutmydonate/Privacypolicy/index.aspx>

Microsoft Onedrive: <https://privacy.microsoft.com/en-gb/privacystatement>

Google Translate Plug-In: <https://policies.google.com/privacy>

You can withdraw your consent to receive communications from us at any time. This can be done by:

- Email [jo@glasgowesol.org](mailto:jo@glasgowesol.org) or [sarah@glasgowesol.org](mailto:sarah@glasgowesol.org)
- Telephone: 0141 333 1194
- Using unsubscribe link provided.

### 3. Applying to work or volunteer with us

When you apply to work or volunteer with us, we will ask for and collect certain information needed to process your application. This includes your title, name, email address, postal address, contact telephone number, two references and any relevant employment and academic history to support your application. Glasgow ESOL Forum is committed to providing equal opportunities during our recruitment process. As a part of the Equality Act 2010, we will collect equal opportunity monitoring information about your age, disability, gender, employment status, caring responsibilities and ethnicity. All information you provide will be treated confidentially and anonymously and will be used only for monitoring purposes.

We do not share data with a third party and we take all appropriate measures to ensure that any personal information we receive by applicants is kept securely.

All information generated and accumulated during a recruitment process is stored for **6 months after start date** in line with the General Data Protection Regulation 2018. After **6 months** all information is disposed of securely. For volunteers and staff who continue to work with Glasgow ESOL Forum, we will retain contact details, a record of your qualifications and records relating to your work with the organisation in accordance with relevant legislation.

### 4. Browsing our website, cookies and Google Analytics

## Cookies

When you browse our website or click on links hosted on our site, our website collects cookies. A cookie is a piece of information that is saved as a small text file on a computer, mobile phone, or other device. Cookies cannot identify you personally and can be enable or disabled. Find out more about cookies here:

<http://www.glasgowesol.org/Cookie-info>

“Session cookies” keep track of you while you navigate our website, and will be deleted from your computer when you close your browser. Session cookies are necessary for our website, are non-intrusive and are GDPR compliant.

We use cookies for the following reasons:

- To estimate our audience size and patterns.
- To track navigation around our website to improve its usability.

## Third Party Cookies

When you visit Glasgow ESOL Forum you may encounter some cookies that are not related to our website or company. If you go on to a web page that contains embedded content, for example from YouTube, you may be sent cookies from these websites. If you 'share' our website content with friends through social networks – such as Facebook and Twitter - you may be sent cookies from these websites. As we have no control over these Cookies, we recommend you check the third-party websites for more information about their Cookies and how to manage them.

To learn more about the Cookies on your device set by other companies, and opt out of them if you wish, please see the Network Advertising Initiative website. Find out more here:

[www.networkadvertising.org/choices/](http://www.networkadvertising.org/choices/)

## Google Analytics

We use Google Analytics to analyse the use of our Website. Google Analytics uses cookies to generate information about website usage. Google Analytics uses that information to create reports about the use of our website. Find out more here: <http://www.google.co.uk/intl/en/policies/privacy/>

Glasgow ESOL Forum uses this information to find out how our website is being used, what is working, and what we need to improve or change. We do this to make sure that our website is a beneficial resource for users.

## 5. Contact us

If you have any questions or concerns about Glasgow ESOL Forum’s Privacy Notice and Privacy Policies, please contact Glasgow ESOL Forum, Studio 13, 93-97 St. George’s Studios, Glasgow G3 6JA or email [sarah@glasgowesol.org](mailto:sarah@glasgowesol.org) or [jo@glasgowesol.org](mailto:jo@glasgowesol.org)

GLASGOW

ESOL

English for  
Speakers of  
Other  
Languages

FORUM