



THE VOICE  
COLLEGE

# Privacy Policy

2019

[team@thevoicecollege.com](mailto:team@thevoicecollege.com)

# The Voice College - Privacy Policy

## Privacy Policy

It is The Voice College's ("The Voice College," "we", "our" or "us") policy to respect your privacy regarding any information we may collect while operating our websites.

This Privacy Policy describes what information we collect, how we use the information and how you can control what you provide us.

This Privacy Policy also incorporates our GDPR FAQs and our Third Party Infrastructure Policy.

## What information is collected

### Information you provide us

The Voice College may collect the following personally-identifying information:

- contact information including name, email address, username and billing address
- billing information including credit card details
- Details of training and professional experience at the time of application for one of our courses.
- interactions such as views and likes of presentations
- comments made on presentations
- feedback or requests for support

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The amount and type of information that The Voice College gathers depends on the nature of the interaction. For example, we ask visitors who apply for a course to provide their full contact details (name, address, two email addresses, telephone number, details of previous academic achievements, details of teaching and / or performance experience to date). Those who engage in transactions with The Voice College - by purchasing a course, module or other tuition - are asked to provide additional information, including as necessary the personal and financial information required to process those transactions.

## Information we collect automatically

Like most website operators, The Voice College collects non-personally-identifying information of the sort that web browsers and servers typically make available, such as the browser type, language preference, referring site, and the date and time of each visitor request. Our purpose in collecting non-personally identifying information is to better understand how our visitors use our website.

## Cookies

A cookie is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. The Voice College uses cookies to help us identify and track visitors, their usage of our website, and their website access preferences. Visitors to The Voice College website who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using our website, with the drawback that certain features of our website may not function properly without the aid of cookies.

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## How information is used

The Voice College uses information it collects solely for the purposes of delivering its courses and tuition.

## With whom information is shared

The Voice College uses certain third-party services to enhance your user experience, to collect public information about visitors, and to collect and process payments securely.

The Voice College discloses personally-identifying information only to those of its employees who need to know that information in order to deliver a course of study, workshop or other form of tuition.

The Voice College will not rent, sell or otherwise share personally-identifying information to anyone.

## How you can control the information we collect

The Voice College collects personally-identifying information only insofar as is necessary or appropriate to fulfil the purpose of the visitor's interaction with the college. The Voice College does not store credit card details that are entered at the time of purchase: that information is sent directly to Stripe or to Paypal (our payment processors) and we only store the necessary references to your account such that we can securely interact with our payment processor. You can control which information you supply at any time.

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## EU personal data

If you are located in the EU, United Kingdom, Lichtenstein, Norway, Switzerland, or Iceland, you may have additional rights under the EU General Data Protection Regulation (the “GDPR”) related to your personal data, as further described below. The Voice College will be the controller of your personal data processed in connection with our services.

## Accessing, correcting, and deleting your personal data

You have certain rights with respect to your personal data, and we want to help you review and update your information to ensure it is accurate and up-to-date.

- **Access:** You can request more information about the personal data we hold about you and request a copy of such personal data.
- **Rectification:** If you believe that any personal data we are holding about you is incorrect or incomplete, you can request that we correct or supplement such data.
- **Erasure:** You can request that we erase some or all of your personal data from our systems and we are obliged to do so within 30 days of any such request.
- **Portability:** You can ask for a copy of your personal data in a machine-readable format.

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## How information is protected

The Voice College takes all measures reasonably necessary to protect against the unauthorised access, use, alteration or destruction of potentially personally-identifying and personally-identifying information.

## Children and our services

Our services are not directed towards children and it is never our intention to collect or process data of any person under the age of 17 (the youngest age at which a person may sign up to one of our courses).

## How you may contact us

The Voice College has a Data Protection Officer who is responsible for matters relating to privacy and data protection. You may reach us with any inquiries or concerns with regards to this privacy policy here:

The Voice College

Attn: Data Protection Officer  
Suite 16231  
PO Box 6945  
London W1A 6US

# The Voice College - Privacy Policy

United Kingdom

[data@thevoice.college](mailto:data@thevoice.college)

(+44) 208 123 0905

(+44) 745 292 1641

## Privacy Policy Changes

The Voice College may change its Privacy Policy from time to time, and at our sole discretion. We encourage visitors to check this document for any changes if they have any concerns.

## GDPR FAQs

**This section is intended to provide information about The Voice College's GDPR compliance.**

The General Data Protection Regulation (GDPR) is a new European privacy law that goes into effect on May 25, 2018. The GDPR will replace the EU Data Protection Directive and will apply a single data protection law throughout the EU. Data protection laws govern the way that businesses collect, use, and share personal data about individuals. Among other things, they require businesses to process an individual's personal data fairly and lawfully, allow individuals to exercise legal rights in respect of their personal data (for example, to access, correct or delete their personal data), and ensure appropriate security protections are put in place to protect the personal data they process. We have taken steps to ensure that we are compliant with the GDPR as of May 25, 2018.

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## **What is The Voice College's role under GDPR?**

We act as a data controller under GDPR for the EU customer information we collect to provide our services and to provide timely customer support. This customer information may include things such as customer name, contact and billing information.

## **What personal data does The Voice College collect?**

We store data that customers have given us voluntarily. For example we collect and store contact information, such as name and email address, when customers sign up for our products and services or seek support help.

## **How do I remove my personal data?**

To exercise your Right to Erasure or desire to Opt-out, you can request that we remove your personal data from our systems at any time. In order to request that your information be deleted, please contact us on [data@thevoice.college](mailto:data@thevoice.college)

## **Third Party Infrastructure**

The Voice College relies on a range of third party service providers in order to deliver our services. Each of these providers has its own privacy and data protection policies in place (accessible via their websites), and we have provided links to each website, below. We have taken steps to establish that each of our third party service providers has adequate privacy policy and data protection systems in place, but we would recommend that visitors check these for themselves, as we are not responsible for the policies of those providers.



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Please note that these third party service providers have servers in both Europe and The United States.

- [Jotform](#) - for all interactive forms on our websites
- [Basecamp 3](#) - the platform on which we run our online campus
- [Wave](#) - our accounting system
- [Paypal](#) - one of our payment processors
- [Stripe](#) - our second payment processor (credit cards)
- [YesCourse](#) - Learning Management System used for some of our courses and course content.
- [Zoom](#) - online conferencing software used as part of our course delivery
- [Wordpress](#) - for our company blog