Privacy Notice – How we use information

How we use your information

This privacy notice tells you what to expect when we collect personal information. It applies to information we collect about:

Visitors to our website

When someone visits, we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Use of cookies

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org.

To opt out of being tracked by Google Analytics across all websites visit http://tools.google.com/dlpage/gaoptout.

Following the Data (Use and Access) Act 2025, some low-risk cookies (such as certain statistical analytics cookies) may qualify for a limited exemption from consent requirements, but we continue to give you the choices described above and will update this notice if our use of analytics cookies changes.

Search engine

Our website search is powered by Wordpress. Search queries and results are logged anonymously to help us improve our website and search functionality. No user-specific data is collected by either The Czech and Slovak School & Community Manchester (The School) or any third party.

WordPress

We use a third party service, WordPress.com, to publish our website.

People who contact us via social media

If you send us a private or direct message via social media, the message will be stored for the duration of that particular academic year. It will not be shared with any other organisations.

People who call our School

When you call The School you will either speak to one of our members of staff or can leave a message on our mobile phone. All messages are retrieved constantly throughout the working day and then deleted. We do not record telephone calls.

People who email us

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

WhatsApp Communities

We use WhatsApp Communities to support communication between teachers and parents, and to promote our events and services. Membership of a WhatsApp Community is optional, and any information you share within a community may be visible to other members of that group. We regularly check the membership of each group, and participants who are no longer part of our community are removed from the relevant groups.

People who make a complaint to us

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile and publish statistics showing information like the number of complaints we receive, but not in a form which identifies anyone.

We usually have to disclose the complainant's identity to whoever the complaint is about. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

Your right to complain

Under the Data (Use and Access) Act 2025, which amends the UK GDPR and the Data Protection Act 2018, you have a right to make a data protection complaint directly to us. If you are unhappy with how we have handled your personal information, please contact us at enquiries@czechschoolmanchester.org and we will investigate your complaint and keep you informed of its progress without undue delay. You also have the right to complain to the Information Commissioner's Office (ICO), the UK's independent regulator for data protection, at ico.org.uk or by calling 0303 123 1113, whether or not you have complained to us first.

Donations

We use TicketSource services for those people who kindly wish to make a secure donation to our Charity. The following data is then able to be accessed by our nominated personnel: name, address, email, phone number, customer I.D, donation details and amount. We do not receive your bank details. Only nominated personnel have access to this information and are specifically trained to ensure the safety of your information.

We also receive donations from Easyfundraising and Crowdfunding, which are anonymous and administered via the respective websites.

On-line events booking

Through the usage of TicketSource, the following information may be collected and stored within our website's database: Attendee information, ticket information, ticket purchaser information: name and email address, ticket purchaser billing address, which is collected through the use of TicketSource.

Newsletter

We use Mailchimp to allow subscription to our on-line newsletter. We do not use the information, that you provide when you register for our newsletter, for any other purposes.

Contact

If you would like to discuss anything in this privacy notice, please contact enquiries@czechschoolmanchester.org.

Policy adopted: Autumn term 2023 Review date: Autumn term 2026