

Generated privacy notice - general business

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 Word

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Please make sure you delete the green, orange and red instruction boxes before you publish your privacy notice.

You said you collect or use personal information about children, or you weren't sure. If your products or services are likely to be accessed by people under the age of 18 you **must** make sure the way you present it is suitable for those children and can be understood by them. This could include using bite-sized information, diagrams, logos, videos or interactive content that will attract and interest children. For more information, see our guidance on [designing data transparency for children](#). Please note, if you're providing any online services, you must also consider the [ICO Children's Code](#).

Flywise Limited customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

- [Contact details](#)
- [What information we collect, use, and why](#)
- [Lawful bases and data protection rights](#)

- [Where we get personal information from](#)
- [How long we keep information](#)
- [Who we share information with](#)
- [How to complain](#)

Contact details

Telephone

+254798343643

Email

info@flywisestudyabroad.com

What information we collect, use, and why

We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses
- Account information, including registration details
- Marketing preferences

We also collect or use the following special category information for **the operation of customer accounts and guarantees**. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Health information

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Addresses
- Marketing preferences
- Location data
- Recorded images, such as photos or videos
- Website and app user journey information
- Information relating to sponsorship
- Records of consent, where appropriate

We also collect or use the following special category information for **service updates or marketing purposes**. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Health information

We collect or use the following information to **comply with legal requirements**:

- Name

- Contact information
- Identification documents
- Financial transaction information
- Criminal offence data (including Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Any other personal information required to comply with legal obligations
- Health and safety information
- Safeguarding information
-

We also collect or use the following special category information to **comply with legal requirements**. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Health information

We collect or use the following information for **recruitment purposes**:

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- National Insurance number

- Copies of passports or other photo ID
- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information
- Details of any criminal convictions (eg Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Security clearance details (eg basic checks and higher security clearance)
-

We also collect or use the following special category information for **recruitment purposes**. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Health information

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Payment details
- Account information

- Video recordings of private or staff only areas
- Witness statements and contact details
- Customer or client accounts and records
- Financial transaction information
- Information relating to health and safety
- Correspondence

We also collect the following special category information for **dealing with queries, complaints or claims**. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Health information

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)

- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Contract** – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Legal obligation** – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- **Legitimate interests** – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - **Legitimate Interests:** We process personal information to create and manage student accounts, process university applications, facilitate visa and immigration support, communicate with students and sponsors, maintain accurate records, process payments, provide ongoing customer support, comply with contractual obligations, prevent fraud, and improve our education consultancy services. We carefully balance these interests against the rights and freedoms of our customers.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Where we get personal information from

- Directly from you

How long we keep information

[Paste your retention schedule here.]

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

[You said you had a retention schedule, but it wasn't available online. You can paste it above - you must not publish the privacy notice without it.]

Who we share information with

Others we share personal information with

- Professional or legal advisors
- Professional consultants

How to complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: info@flywisestudyabroad.com

Telephone: 0798343643

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>