



Alliance Française
Manchester

Alliance Française de Manchester – Privacy Policy

The Alliance Française de Manchester is a registered charity, with the address 125 Portland Street, M1 4QD. This privacy policy explains how we use any personal information we collect about you when you register for classes, exams or as a library and cultural centre member, or when you request a translation or use our website. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting our website and using our services, you are accepting and consenting to the practices described in this policy.

For the purposes of the Data Protection Act 2018, the data controller is the Alliance Française de Manchester, 125 Portland Street, Manchester M1 4QD.

What information do we collect about you?

We collect information about you when you register for classes, when you become a member of our library and cultural centre, when you register for an exam, when you attend a cultural event, or when you request a translation. We also collect information when you voluntarily complete a survey, provide feedback and participate in competitions.

Like many other websites, our website uses “cookies” to enhance your experience and gather information about visitors and visits to our website. Please refer to the “Cookies” section of this Privacy Policy for information about cookies and how we use them.

How will we use the information about you?

We collect information about you to enrol you on a class, to maintain registers and records, to communicate with you about courses, to process your payment, and to perform the service and contact you for the translation service.

If you agree, we will e-mail you a newsletter with information about upcoming courses and cultural events. If you would no longer like to receive e-mail from us, please refer to the “How can you opt-out, remove or modify information you have provided to us?” section below. If you have not opted-in to receive e-mail newsletters, you will not receive them.

Management of historical data

When you cease attendance at courses, or your membership expires, we retain the data on our database. Should you wish this data to be deleted, you can contact our customer service team at reception@afmanchester.org, and we will be happy to oblige. For security reasons, we reserve the right to ask for proof of identity before processing an erasure request.

Storing your personal data

All information you provide to us is securely managed. Where we have given you (or where you have chosen) a password which gives you access to the Student Portal, you are responsible for keeping this password confidential, and we ask you not to share it with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site or sent to us via e-mail; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please e-mail us at admin@afmanchester.org or write to us at Alliance Française de Manchester, 125 Portland Street, Manchester M1 4QD. We will ask you for proof of identity. We will respond to your request within 20 business days.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. Please do let us know if there are any changes to your contact details.

Once you are no longer a member or are no longer attending our courses or wish to be removed from our contact lists, please e-mail us at reception@afmanchester.org, and we will be happy to assist with the removal of your data.

Do we use “cookies”?

Yes.

Cookies are small files of letters and numbers which a website (or its service provider) transfers to your computer's hard drive through your Web browser (if you allow it) and which enable the system to recognise your browser and distinguish you from other users by capturing and remembering certain information. They are used to help us understand your preferences based on previous or current website activity, which enables us to provide you with improved services when you browse our website. We also use cookies to help us compile aggregate data about website traffic and website interaction so that we can improve our website.

We may contract with third-party service providers to assist us in better understanding our website's visitors. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You can do this through your browser's settings. If you turn cookies off, you won't have access to many features that make your website experience more efficient and some of our services will not function properly.

Please refer to our “Cookies” section below for detailed information.

Do we disclose the information we collect to outside parties?

We do not sell, trade, or otherwise transfer to outside parties any of your personally identifiable information unless we provide you with advance notice, except as described below. Our website and database hosting partners and other parties who assist us in operating our website and database or servicing you are excluded from this provision but have agreed to keep this information confidential. We may however release your information when we believe

release is appropriate to comply with the law, when requested by law-enforcement authorities, to enforce our site policies, or protect ours or others' rights, property or safety.

Non-personally identifiable visitor information may be provided to other parties to assist us with marketing, advertising or other uses.

Other websites

Our website contains links to other websites. This privacy policy only applies to this website. When you link to other websites you should read their own privacy policies and we cannot accept any responsibility or liability for the content and activities of linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these linked sites (including if a specific link does not work).

Changes to our privacy policy

We keep our privacy policy under regular review. If we make any changes to our policy, the new version will be posted on this page. This policy was last modified in February 2020.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

- By e-mail to admin@afmanchester.org
- Or write to us at Alliance Française de Manchester, 125 Portland Street, Manchester M1 4QD.

Cookies

Our website uses cookies to differentiate between distinct users who access it. A cookie is a small alpha-numeric archive which is stored on the hard drive or in the browser of a computer, tablet, smartphone or similar device when it browses the internet. Cookies allow us to offer relevant information on our products and services and to provide you with a good experience when you browse our website.

The majority of the cookies we use are of the analytic type, which count number of users, help us to understand how they navigate our site and improve the way it works, for instance by making search results more accurate.

None of our cookies store any personal information such as your name and address.

What are the different types of cookies?

According to the type of organisation which administers them:

- **First party cookies:** installed by our own website
- **Third party cookies:** Please note that third parties (including, for example, advertising networks, YouTube, Facebook and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies. For example, if content from YouTube, Facebook, LinkedIn or buttons which users can click to share content on social networks are inserted on our own website, a user accessing such content from our website may have cookies added from these third parties. The Alliance Française de Manchester does not control these third party

cookies and we thus advise the user to review the privacy and cookies policies of these other websites for further information.

According to the length of time they remain active in the user's system:

- **Session cookies:** collect and store data only whilst the user is visiting the website.
- **Persistent cookies:** remain stored in a computer and may be accessed and managed by the organisation responsible for the cookie for a specific length of time, or until the user deletes it.

According to the purpose for which data are collected through the cookies:

- **Strictly necessary / technical cookies:** These are cookies that are required for the operation of our website. They include, for example, cookies that enable the user to log into secure areas of our website, use a shopping cart to carry out a purchase or make use of e-billing services. They allow us to control data traffic and communication, identify a session, request a membership or participate in an event.
- **Personalisation / functionality cookies:** These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences such as region, browser type, etc.
- **Analytical / performance cookies:** They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
- **Advertising / targeting cookies:** These cookies record the user's visit to our website, the pages visited and the links followed. We will use this information to make our website more relevant to the user's interests. We may also share this information with third parties for this purpose.

We detail the type of cookies that we use on our website along with their purpose:

Cookies Banner Cookie:

A first party Alliance Française de Manchester cookie set by this site to record that a notice has been shown to site users stating the Alliance Française de Manchester cookie policy.

Google Analytics Cookies:

Third party cookies. We use Google Analytics, a web analytics service provided by Google, Inc. to count visitors to our website and analyse their usage of the site to help us determine the value of our content to them and for advertising purposes. The cookies expiration data varies, some expire after the session ends, others after two years.

Facebook Pixel:

Third party cookies. We use the Facebook Pixel code to monitor advertising performance, optimise ads and better target our advertising.

Blocking Cookies

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site or any other websites that you visit.

You can opt out of Facebook Pixel cookies by visiting the Adverts tab in your Facebook profile settings.