

Privacy Policy

Website: Homestay.global

Company: Global School Exchanges Ltd.

1. Introduction

Global School Exchanges Ltd. (“we”, “our”, “us”) operates the Homestay.global website and related services. We are committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you use our website, communicate with us, apply to host or participate in our programmes, or otherwise interact with our services.

By using Homestay.global, you agree to the collection and use of information in accordance with this Privacy Policy.

2. Information We Collect

We may collect and process the following categories of personal information:

a) Information You Provide Directly

This may include:

- Full name
- Email address
- Phone number
- Postal address
- Date of birth
- Passport or identification details (where required)
- School or organisation information
- Emergency contact information
- Payment information
- Accommodation and hosting preferences
- Dietary requirements and accessibility needs
- Communications you send to us
- Any other information you voluntarily provide through forms or correspondence

b) Information Collected Automatically

When you use our website, we may automatically collect:

- IP address
- Browser type and version

- Device information
- Operating system
- Pages visited
- Time and date of visits
- Referral URLs
- Usage and analytics data
- Cookie and tracking data

c) Sensitive Personal Information

In certain circumstances, we may collect sensitive information necessary for participation in homestay or educational programmes, such as:

- Health or medical information
- Dietary restrictions
- Accessibility requirements
- Safeguarding-related information
- Criminal background or vetting information where legally required

We only collect this information where necessary and in accordance with applicable law.

3. How We Use Your Information

We may use your personal information to:

- Provide and manage our services
- Process homestay applications and placements
- Match students and host families
- Communicate with you regarding enquiries or bookings
- Verify identity and eligibility
- Provide customer support
- Process payments and invoices
- Improve our website and services
- Send administrative communications
- Send marketing communications where permitted by law
- Ensure safety, safeguarding, and compliance obligations
- Detect fraud or misuse
- Comply with legal and regulatory obligations

4. Legal Basis for Processing

Where applicable under UK GDPR and other data protection laws, we process personal information on one or more of the following legal bases:

- Performance of a contract
- Compliance with legal obligations
- Legitimate business interests

- Consent
- Protection of vital interests

5. Cookies and Tracking Technologies

Homestay.global may use cookies and similar technologies to:

- Operate and secure the website
- Remember user preferences
- Analyse website traffic and usage
- Improve user experience
- Support marketing and advertising activities

You may control cookies through your browser settings. However, disabling cookies may affect website functionality.

6. Sharing Your Information

We may share personal information with:

- Schools and educational partners
- Host families and programme participants
- Payment processors
- IT and website service providers
- Professional advisers
- Government authorities or regulators where required
- Safeguarding or law enforcement authorities where necessary

We do not sell personal information to third parties.

All third parties are required to respect the security and confidentiality of personal information.

7. International Data Transfers

As an international homestay and exchange platform, your information may be transferred to and processed in countries outside your country of residence.

Where we transfer personal information internationally, we take appropriate safeguards to ensure your data remains protected in accordance with applicable data protection laws.

8. Data Security

We implement appropriate technical and organisational measures to protect personal information against:

- Unauthorised access
- Loss or theft
- Misuse
- Disclosure
- Alteration or destruction

However, no internet transmission or electronic storage system can be guaranteed to be completely secure.

9. Data Retention

We retain personal information only for as long as necessary to:

- Fulfil the purposes outlined in this Privacy Policy
- Comply with legal, regulatory, safeguarding, tax, and accounting obligations
- Resolve disputes and enforce agreements

Retention periods may vary depending on the nature of the information and legal requirements.

10. Your Rights

Depending on your location and applicable law, you may have rights including:

- The right to access your personal information
- The right to correct inaccurate information
- The right to request deletion of your information
- The right to restrict or object to processing
- The right to data portability
- The right to withdraw consent
- The right to lodge a complaint with a supervisory authority

To exercise any of these rights, please contact us using the details below.

11. Children's Privacy

Our services may involve minors participating in educational exchange or homestay programmes.

We take safeguarding and child privacy seriously and only collect information relating to minors where necessary for programme administration, safety, legal compliance, and placement arrangements.

Where required by law, consent will be obtained from a parent, guardian, school, or authorised representative.

12. Third-Party Links

Our website may contain links to third-party websites or services.

We are not responsible for the privacy practices or content of external websites. We encourage users to review the privacy policies of third-party sites before providing personal information.

13. Marketing Communications

Where permitted by law, we may send you marketing or promotional communications.

You may opt out of receiving marketing communications at any time by:

- Clicking the unsubscribe link in emails
- Contacting us directly
- Updating your communication preferences

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Any changes will be posted on this page with an updated effective date.

We encourage users to review this Privacy Policy periodically.

15. Contact Us

If you have questions about this Privacy Policy or how your personal information is handled, please contact:

Global School Exchanges Ltd.

Website: [Homestay.global](https://homestay.global)

Email: hello@homestay.global

Address: 12a The Square, Wickham, Hampshire, UK, PO17 5JQ

16. UK GDPR and EU GDPR Compliance

If you are located in the United Kingdom or European Economic Area (EEA), your personal information is processed in accordance with applicable data protection laws including the UK GDPR, EU GDPR, and related legislation.

You also have the right to complain to your local data protection authority if you believe your rights have been violated.