

General Data Protection Regulation

I have read the guidelines for compliance with the new General Data Protection Regulation (GDPR) rules. This document that follows explains how Fast Track French complies with this new legislation. If you have submitted your email address (by emailing me, purchasing a course or ebooks, registering for our newsletter) you should read this to reassure yourself that we are looking after your data extremely responsibly. Fast Track French values the security of your information and will never intentionally breach the rules. We will do everything possible to keep your information safe.

Awareness

Fast Track French team, students, followers have been made aware of new data protection changes.

The information we hold

Email addresses of people who have emailed any of the Fast Track french email addresses (ending in @fasttrackfrench.com) or via our contact form – are automatically saved in Gmail and Wordpress.

Email addresses and first names of people who have signed up to our mailing list via the opt-in link on our website -- <https://www.fasttrackfrench.com/> are stored in Mailchimp, which meets GDPR standards for compliance.

Email addresses, first and last name, postal addresses (optional) of people who have purchased something from our website. Orders are processed by PayPal which is securely password-protected. We have placed a message and link to this document at the top our Sales Page.

Fast Track French does not share this information with anyone. Ever.

We have a YouTube account where viewers may comment. We sometimes reply, but hold no data about them. This data is held by YouTube. We use strong passwords on our YouTube channel as well as Two factor authorisation.

Mailchimp processes data for Fast Track French and Paypal processes payment for Fast Track French. Fast Track French has no access to payment information, but does have email and some postal addresses. These have all been given voluntarily.

We have access to databases of followers on Twitter, Facebook , google + and Instagram. We are not the data processor of these databases – we use strong password authentication on these sites.

Fast Track French WordPress websites hold a database of followers, which we believe to be fully compliant.

Communicating Privacy Information

Fast Track French has taken the following steps:

- ✓ We have added this document to our website with a link on the payment page for new students.
- ✓ We have added the link to our contact page.
- ✓ Before the end of May 2018, we will contact our student database, alert them to any changes, and remind them that they can unsubscribe at any time and their data will be deleted. This unsubscribe message will be on all subsequent emails.
- ✓ We will post this link on all Fast Track French social media accounts.

Individuals' Rights

On request, Fast Track French will delete any individual's data.

If a student would like to see their data, Fast Track French will gladly provide a screenshot of the gathered information.

If a student unsubscribes, their data will be deleted.

Subject Access Requests

Fast Track French generally responds within 24 hours Monday-Friday, within the business hours of 8am – 6pm CEST. Requests received on weekends will get a response on the next business day.

Lawful basis for processing data

If people have contacted Fast Track French through our website, they have given us their email address.

If people have opted into our mailing list (by subscribing), they have actively opted in, with the knowledge and expectation that they will receive occasional emails.

If people have purchased something from our site, their first and last name email address and skype ID are required. As an option, they can provide physical address, phone number. The required information is used to communicate regarding their product purchase and the optional information may be used to send small gifts such as eBooks or to let them know about our new products and offers. This information is stored until the student requests to delete it. No data is gathered on individuals who comment on our Youtube channels.

Consent

Once everyone has received a reminder of Fast Track French's terms and conditions, we regard this as consent until a student asks for their data to be removed.

We recognize that consent is not indefinite, and will remind subscribers on each email, that they can unsubscribe and have their data deleted at any time.

Children

While young people sometimes contact us, we are often not aware of their ages (unless they state it) and do not collect their data. As we are not processing their data, we are not required to obtain parental consent.

If young people take classes with us, therefore we will ask for parental consent.

Data breaches

Fast Track French does everything within its power by using secure password protection and reliable, secure services and programs. Should a breach of one of those programs of services occur, we will take immediate action to follow their recommendations.