

# THE LANGUAGE PARTNERSHIP CUSTOMER HANDBOOK

The Language Partnership (“We”, “Our” or “Us”)

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## 1. Customer Service Charter

We will always look to manage enquiries in a responsive and professional manner. Specifically we will:

- Respond to all enquiries by phone, email or our website contact form within 24 hours.
- Respond to all enquiries by phone, email or our website contact form with clear, accessible information.
- Be proactive by highlighting transparently all our prices on our website and in providing a clear list of frequently asked questions (FAQs).
- We translate certain course information into Arabic, Chinese, French and Spanish. However please note our day-to-day language is English and follow up questions will need to be in English.
- We will be upfront and honest when something is not possible or not available and offer alternative solutions or recommend alternative trainers/coaches.

## 2. Data Protection

### GDPR

We would like to inform you about your personal rights in relation to the General Data Protection Regulation (GDPR). We can confirm that any data which is held is done so securely. We only collect the data that we need, and which meets the requirements defined in the law. Where we work with a third-party content management supplier, we ensure that they are fully compliant with GDPR.

If you have any questions about data held and policies, please do contact us.

### Information we may collect from you

We may collect and process the following data about you:

- Information that you provide by filling in forms on our site [www.thelanguagepartnership.com](http://www.thelanguagepartnership.com) (our site). This includes information provided at the time of registering to use our site, subscribing to our service, posting material or requesting further services. We may also ask you for information when you report a problem with our site.
- If you contact us, we may keep a record of that correspondence.
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- Details of transactions you carry out through our site and of the fulfilment of your orders.
- Details of your visits to our site including, but not limited to pages and resources you access.

## **Cookies**

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website, and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy.

## **Where we store your personal data**

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password 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; 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.

## **Uses made of the information**

We use information held about you in the following ways:

- To ensure that content from our site is presented in the most effective manner for you and for your computer.
- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To notify you about changes to our service.

## **Your rights**

You always have the right to know what data we hold about you and to ask us not to use your data for the marketing of our products and services. You can exercise your right by contacting us at [enquiries@tlp.lu](mailto:enquiries@tlp.lu).

Our site contains links to our trusted partners. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## **3. Intellectual property**

All content/learning resources developed by The Language Partnership will remain the property of The Language Partnership. For example, if you download one of newsletters or receive one of our training presentations this is for your own private use. This is not to be copied or distributed to others without the express permission in writing from the Language Partnership.

#### **4. Complaints - What to do if you have a problem**

We are confident we will deliver an excellent service that exceeds your expectations. However, if you do have an issue with any aspect of your course, please talk to us and we will seek a solution.

In the unlikely event that we cannot resolve your issue over the phone, we ask you to put it in writing, and send this to [toby@tjp.lu](mailto:toby@tjp.lu). We commit to providing an initial response within 24 hours.

#### **5. Payments and cancellations**

##### **Payments**

We will work with you in agreeing and organising a payment plan for the duration of the course. We offer some flexibility in enabling you to pay in stages as you proceed through the course. We will always define the payment terms in our contract with you. For certain workshops such as our Business Communication Workshops, the payment is automatic and required as part of the registration process for the event.

We accept payments in euros and will invoice you accordingly. We provide multiple and secure payment options through PayPal and Stripe for all our training and coaching. We also allow for direct bank transfer.

##### **Cancellation of individual training**

When a student (who is taught individually) cancels training with more than 24 hours' notice we will re-organise the training at the trainer and the student's convenience.

Where a cancellation is within 24 hours of the lesson, the lesson will be invoiced for - unless there are exceptional circumstances.

##### **Cancellation process for group lessons**

Where a student cancels group training the lesson will continue without the student.

Please notify your trainer if you are unable to attend your course.

##### **Paying TVA (VAT) for TLP courses or workshops**

We charge TVA for all our training and coaching. However, for training or coaching offered to private individuals, TVA is typically included in the price. For training or coaching offered to companies, our price does not include TVA.

##### **Other payment charges**

Our website offers multiple payment options. There might be additional charges when you pay by credit card, subject to the terms and conditions of your credit card. There is a handling fee from providers such as PayPal that we absorb (pay).

##### **The cost of an evaluation process**

If you are a private individual, we do not charge you for evaluating your level and requirements. However, for company sponsored training we do charge for the evaluation of groups. This charge is 25 euro per hour.

##### **There are no other charges**

We do not charge for the cost of our training material - this is included in the price.

## 6. Cookie Policy

### **Information about our use of cookies**

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our website. By continuing to browse the website, you are agreeing to our use of cookies.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:

- **Strictly necessary cookies.** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.
- **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.
- **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 (for example, your choice of language or region).
- **Targeting cookies.** These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

Please note that third parties (including, for example, advertising networks 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.

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 website.

## 7. Website Terms of Use

This section tells you the terms of use on which you may make use of our website, [www.thelanguagepartnership.com](http://www.thelanguagepartnership.com), whether as a guest or a registered user. Please read these terms of use carefully before you start to use the site. By using our site, you indicate that you accept these terms of use and that you agree to abide by them. If you do not agree to these terms of use, please refrain from using our site.

### **Information about us**

[www.thelanguagepartnership.com](http://www.thelanguagepartnership.com) is a site operated by The Language Partnership. Our main trading address is 21 Allee des Poirier, Kirchberg, Luxembourg City, Luxembourg, 2360.

### **Accessing our site**

Access to our site is permitted on a temporary basis, and we reserve the right to withdraw or amend the service we provide on our site without notice (see below). We will not be liable if for any reason our site is unavailable at any time or for any period.

From time to time, we may restrict access to some parts of our site, or our entire site, to users who have registered with us.

If you choose, or you are provided with, a user identification code, password or any other piece of information as part of our security procedures, you must treat such information as confidential, and you must not disclose it to any third party. We have the right to disable any user identification code or password, whether chosen by you or allocated by us, at any time, if in our opinion you have failed to comply with any of the provisions of these terms of use.

When using our site, you must comply with the provisions of our acceptable use policy.

You are responsible for making all arrangements necessary for you to have access to our site. You are also responsible for ensuring that all persons who access our site through your internet connection are aware of these terms, and that they comply with them.

#### **Transactions concluded through our site**

Contracts for the supply of goods OR services OR information formed through our site or as a result of visits made by you are governed by our terms and conditions of supply.

#### **Viruses, hacking and other offences**

You must not misuse our site by knowingly introducing viruses, trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to our site, the server on which our site is stored or any server, computer or database connected to our site. You must not attack our site via a denial-of-service attack or a distributed denial-of service attack.

By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our site will cease immediately.

We will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of our site or to your downloading of any material posted on it, or on any website linked to it.

#### **Linking to our site**

You may link to our home page, provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it, but you must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists.

If you wish to make any use of material on our site other than that set out above, please address your request to [enquiries@tlp.lu](mailto:enquiries@tlp.lu).

#### **Links from our site**

Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only. We have no control over the contents of those sites or resources and accept no responsibility for them or for any loss or damage that may arise from your use of them.

#### **Jurisdiction and applicable law**

The Luxembourg courts will have exclusive jurisdiction over any claim arising from, or related to, a visit to our site although we retain the right to bring proceedings against you for breach of these conditions in your country of residence or any other relevant country.

These terms of use and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of Luxembourg.

**Variations**

We may revise these terms of use at any time by amending this page. You are expected to check this page from time to time to take notice of any changes we made, as they are binding on you. Some of the provisions contained in these terms of use may also be superseded by provisions or notices published elsewhere on our site.

**Your concerns**

If you have any concerns about material which appears on our site, please contact [enquiries@tlp.lu](mailto:enquiries@tlp.lu).