



# Privacy Statement

## 1 Who we are

Englishour's Privacy Statement refers (together with our Cookies Policy [see appendix 2]) to our commitment to our compliance to data protection legislation including the Irish Data Protection Acts and the EU General Data Protection Regulation.

Throughout this document "we", "us", "our", and "ours" refers to Englishour

## 2 How to contact us

There are many ways you can contact us, including by phone, email, and post. More details can be seen here [www.englishour.ie](http://www.englishour.ie)

Our registered address is:

20 Eden Quay, Dublin 1, D01 E6N6

Contact Data Protection – Darren Orr – [darren@englishour.ie](mailto:darren@englishour.ie)

Telephone +353 1 516 4561

## 3 What happens if we make changes to this notice

Where changes to this Privacy Statement occur, the updated version will be published on our website and where appropriate/possible communicated directly to individuals through a communication channel such as email and/or our social media.

Current version Reference [V1.01]

## 4 Who do we collect data about

We collect and process your personal data only when such data is necessary in the course of providing our English Language services to you. This personal data includes any offline physical data or online data that makes a person identifiable.

We process data for the following groups of individuals where it is necessary:

- A. Students
- B. Guardians
- C. Teachers
- D. Educational Partners
- E. Host Families
- F. Potential candidates for employment
- G. Contractors and Suppliers
- H. Next of Kin

We are the controller for the personal information we process, unless otherwise stated.

## 5 What types of your data do we collect

You directly provide us with most of the data we collect. We collect data and process data when you:

- Apply and attend one of our courses
- Provide a service to our school
- Provide accommodation to our students
- Voluntarily complete a survey or provide feedback
- Use or view our website via your browser's cookies
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As part of our services to you, we **may** need to obtain and process personal data as required **where necessary** to provide our services such as:

### A. Students' information collected

Your name, address, Eircode (Postal code), phone number [landline & mobile], email, date of birth (or age), signatures, proof of a eligible visa if required, Photo ID, attendance records, course progress and results, interactions with our teachers and staff recorded, by phone, or email, current or past complaints, occupation, cookie consent and marketing consent, relevant medical history if provided, Health and Safety reporting if required.

### B. Guardians

Parent/Guardian-Name, address, email, signature, phone number, proof of ID, consent-authorisation form with relevant medical history if provided.

### C. Teachers

Name, Address, Next of Kin name, Next of Kin contact number, signatures, Photo ID, Passport Details, PPSN, Marital Status, Date of birth, Email Address, Mobile Number, Landline, Bank Account details-IBAN, BIC, Brief statement of duties, Start Date, Hours of work, CV, Work Permit Details, Increment Date, Salary, Allowances, Qualifications, Annual Leave, Entitlement, Garda Vetting Results, Proof of work, Contract of employment, Proof of ID, Training Records, Lateness records, Temporary shortage of work, Time sheets, Payroll details, Occupation, Job Classification, Payment records, Pension records, Taxation records P60/s etc, Allegations and complaints, Minutes of meetings, Performance records, Probationary records, Maternity Leave details, Parental Leave details, Force Majeure leave, Career's Leave, Bereavement leave, Travel expenses, Grievance documentation, Health & Safety documentation, Alcohol & Drugs documentation, Disciplinary, Sickness or injury recorded at work, Notification of incapacity for work, Annual/sick leave records, Medical Certs, Medical health data, Return to work documentation, Photos. Current or past complaints  
IT safeguard monitoring activities- location/transactional/ time log, video recordings, digital photos, Health and Safety reporting if required.

### D. Educational Partners

Your name and business contact details (work- address, email, phone), Signatures, Health and Safety reporting if required.

**E. Host Families**

Your name, address, Eircode (Postal code), phone number [landline & mobile], email, signatures, students hosted records, garda vetting records (Proof of identification e.g. Passport or Driving Licence, Proof of address,) current or past complaints, financial payments records.

**F. Potential candidates for employment**

Your name and contact details (i.e. address, home and mobile phone numbers, email address), CV, and covering letter, Interview assessment details, Any information you provide to us by email, telephone or during an interview, Details of your referees.

**G. Contractors and Suppliers**

Your name (and your employees names when required) and business contact details (work-address, email, phone (and your employees names when required)), Brief statement of duties, Job classification, Start date and contracted price, Registered Directors details as publicly available on the Company's registration Office, Signatures, Details of your referees, Health and Safely reporting if required, Due Diligence compete of supplier pre commencement of services.

**H. Next of Kin**

Name, Relationship, Telephone

## **6 When do we collect sensitive personal data**

Sensitive data is known as special categories of data in Data Protection law. Special categories of data are defined by GDPR as processing of personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation. We may collect the following special categories of data where necessary:

- Medical information provided by you which you feel is necessary for the school to know in the event of an emergency
- Religious beliefs provided by you which you feel is necessary for the school to know
- Natural person's sex life or sexual orientation which you feel is necessary for the school to know

We will process special categories of personal data only with your explicit written consent unless we need to carry out our legal obligations and in line with our data protection policy or less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

## **7 When do we receive your data from a third party**

Where is it necessary for the service provided, we may receive your data indirectly from the following sources:

- Student may provide your information as their next of kin
- Appointed Referees provided by you
- Professional Bodies as proof of qualifications
- Education providers as proof of qualifications

- National Vetting Bureau will provide Marketing English in Ireland with the vetting disclosure for the schools and host family. The individual school will receive the relevant disclosure for their applicants only.

## 8 What are the legal bases we process your data

We collect your data based on the following legal basis:

### Consent

Where you have explicitly agreed to us processing your information for a specific reason such as

- Marketing (see section 14)
- Any individual
  - Photograph or videos for publication at events
- Cookie (see cookie policy)
- Parental Consent

If you're under 16, your parent or guardian needs to provide consent for us to use your information.

### Right to withdraw consent at any time

Where consent is relied upon as a basis for processing of any personal data, you will be presented with an option to agree or disagree with the collection, use or disclosure of personal data. Once consent is obtained, it can be withdrawn at any stage.

### Contract

Processing is necessary for the performance of a contract with you or in order to take steps at your request prior to entering into a contract.

### Compliance

The processing is necessary for compliance with a legal obligation we have such as keeping records for revenue or tax purposes or providing information to a public body or law enforcement agency; we may be required to process certain data to carry out our obligations under social security or social protection law. We may also disclose your information if required to do so by law.

Where it is necessary and proportionate, we may allow authorised people to see our records (which may include information about you) for reporting, compliance and auditing purposes.

### Legitimate interest

Processing is necessary for the purposes of a legitimate interest pursued by us to safeguard the safety and security of our employees, teachers, property, and students, IT systems and devices, buildings, information located or stored on the premises, and assets, and those of service providers, consultants, and advisors that assist us in carrying out its functions. The processing is necessary for the establishment, exercise or defence of legal claims. We may also disclose your information for the prevention and detection of crime and to protect the interests of us or others. To inform recruitment decisions taken about appointments and new hires. To operate

our business generally and manage and administer our services to students, teachers, suppliers and potential candidates and provide surveys (see Section 15).

## 9 What happens if you do not provide us with the data if legal basis is consent or contract

Where lawful basis is a statutory or contractual requirement, if you are obliged to provide the personal data, failure to provide this information may result in us being unable to provide our services to you or obtain your services.

## 10 What is the purpose (s) for processing your data

We process your data to provide this service.

You agree that any data you provide to us will be true, complete, and accurate in all respects and you agree to notify us immediately of any changes to it. We will only collect personal information from or about you which is necessary for the following purposes:

### General

- To provide this website to you and respond to your queries
- To comply with all relevant law
- To manage your safety and security while you are on our premises
- To facilitate the prevention, detection and investigation of crime and the apprehension or prosecution of offenders
- To investigate, exercise or defend legal claims or other claims of a similar nature.

### A. Students

- To provide quality tuition to you
- Set up and administer your account as a student with us
- To maintain our relationship with you whilst you are a student and investigate any complaints or disputes or accidents
- Contact you for direct marketing purposes, subject to restrictions under the relevant laws, including the right to opt out of such marketing
- Provide you with information relating to our services
- Provide you with progression of your course and results of any assessments
- To provide essential communication with you, including to respond to information requests submitted
- To obtain your feedback on our tuition services
- To notify you about changes to contracted services relevant to you

### B. Guardians

- To provide the services to the minor and communicate with you all relevant information for the purposes as listed under section 10A above under Students
- To contact you in the case of an emergency of the minor
- To only process the minor's personal data where you have consented for us to do so



**C. Teachers**

- To complete our due diligences on your application before offering a position
- To offer teaching services at our school
- To capture the progress of your services to our students
- To ensure you provide quality tuition to our students

**D. Educational Partners**

- To offer other services at our school

**E. Host Families**

- To find suitable Host Families
- To find suitable accommodation for our students

**F. Potential candidates for employment**

- To assess the applicants
- Identify suitable candidates for the posts
- Interview the candidates

**G. Contractors and Suppliers**

Set up, avail of your services, contact you and administer our account as a customer with you

**H. Next of Kin**

To ensure a next of kin can be contacted if required

## **11 What you need to do when you provide us with other individuals information data**

If you are providing personal information on behalf of a third party, you must ensure that the third party receives a copy of this Privacy Statement before their personal information is shared with us (e.g., Next of Kin, References).

You do not need to provide this Privacy Statement in the following situations

- the individual already has the information
- obtaining or disclosure such information is expressly laid down in the law to which the school must comply and which provides appropriate measures to protect the individual's legitimate interests
- where the personal data must remain confidential subject to an obligation of professional secrecy regulated by law.

## 12 How we protect your data

We collect this data in a transparent way and only with the full knowledge of interested parties. Once this information is available to us, the following rules apply.

Our data will be:

- Accurate and kept up to date
- Collected fairly and for lawful purposes only
- Processed by us based on either a valid contract, consent, legal compliance or legitimate interest
- Protected against any unauthorised access or illegal processing by internal or external parties.

Our data will not be:

- Communicated to any unauthorised internal or external parties
- Stored for longer than required for the purpose obtained
- Transferred to organisations, states, or countries outside the European Economic Area without adequate safeguards being put in place as required under Data Protection Law.

Our commitment to protect your data:

- Restrict and monitor access to sensitive data
- Develop transparent data collection procedures
- Train employees in data protection and security measures
- Build secure networks to protect online data from cyberattacks
- Establish clear procedures for reporting privacy breaches or data misuse
- Establish data protection practices (e.g., document shredding, secure locks, data encryption, frequent backups, access authorisation etc.).

## 13 How our third-party providers protect your data

We only engage with third-party service providers who provide sufficient guarantees to protect your data following our instructions and are bound by a data processing agreement.

## 14 How we use your information as a member for Marketing

As part of improving our service to you, from time to time, we would like to inform you of services, and/or promotional offers available from us. We may wish to use different means when sending such marketing communications.

We can reach out to you with this information in all sorts of ways:

- by e-mail
- post
- telephone



We may share your data with third parties' software and marketing providers so that they may send you messaging on our behalf.

#### Opt in

Where you have consented to marketing by opting in to marketing, we will send you marketing.

You have a right to notify us free of charge at any time that you wish to refuse such marketing by writing to us at our address at the top of this document or by using the "opt-out" options in any marketing message we send you.

## 15 How we use your information for Surveys

We would like the opportunity to understand your experiences with us and to monitor the performance and effectiveness of our delivery of services to you. We would like to assess the quality of our member services. We promise to listen to our students and to adapt to the recommendations provided to ensure our students are receiving the best quality service from us. From time to time, we may conduct student satisfaction surveys. Where we do so, we rely on the lawful processing of legitimate interest to enhance our service delivery. A withdrawal option will be provided in all survey communication thereafter.

## 16 Who we share your information with

Your personal information may also be processed by other organisations on our behalf for the purposes outlined above. We **may** disclose your information **where necessary** to the following

Employees, Teachers, Educational Partners, Host Families, Revenue, Social Welfare. Data Protection Commission, legal advisors, business advisors, financial and leasing institutions, law enforcement, debt collectors, IT providers, couriers, shredding company, security company, printing company, CCTV company, administration services, accountant/auditors, insurers, recruitment agents, marketing consultants or subcontractors and to possible successors to our business.

## 17 How long will we hold your information

We will only retain personal data for as long as necessary for the purposes for which it was collected as required by law or regulatory guidance to which we are subject or to defend any legal actions.

## 18 Unsolicited and Solicited CV's

### Using email to communicate

Any information you send to Englishhour via email is sent via an unsecured email link. Due to the nature of the Internet, there is a possibility that unsecured (unencrypted) email could be intercepted and read by third parties. Englishhour assumes no responsibility for interception of confidential information (including in a CV) that you send in an unsecured (unencrypted) email message.





### **Right to Hire**

Any employment agency, person or entity that submits an unsolicited Curriculum Vitae (CV) to Englishhour does so with the understanding that Englishhour will have the right to hire that applicant at its discretion without any fee owed to the submitting employment agency, person or entity.

### **Application for an unsolicited job**

If you are interested in applying for an unsolicited job within Englishhour you may provide us with your CV. We will then match your qualifications and experience to the position you applied for, or any other current job opportunity. If your profile corresponds to our requirements, we will contact you.

### **Application for a solicited job**

If you are interested in applying for a solicited job within Englishhour you may provide us with your CV. We will then match your qualifications and experience to the position you applied for, or any other current job opportunity. If your profile corresponds to our requirements, we will contact you.

### **Verification**

Verification checks are required for specific roles and will be identified in the job advertisement where relevant. Verification checks such as:

- Reference checks
- Proof of Identity
- Proof of Residency
- Proof of the Right to Work
- Garda Vetting (only in limited circumstances)
- Background checks (state clearly what will be conducted e.g.)
  - verifying qualifications with educational establishments
  - checking medical history for working capacity of the employee for the relevant job
  - checking professional social media profiles

### **Deletion and rectification of your personal data**

Personal data processed because of unsolicited job applications, where the job applicant is not offered a job, will be deleted after the rejection of application has been sent to the job applicant, unless the job applicant accepts the storage for a longer period.

### **Sensitive personal data**

Englishhour endeavours not to collect “sensitive personal data” via CV’s. By “sensitive personal data” is meant personal data relating to race or ethnic origin, political opinions, religious or philosophical beliefs, membership of trade unions, or health or sex life. If you make unsolicited

sensitive personal data available to us (for example, by including this on a C.V.), you are required to provide explicit consent for Englishhour to process this data.

Please do not provide your date of birth, your age or your PPS number on your CV.

## 19 Processing your information outside the EEA

Some third parties we share your data with may reside outside the European Economic Area (which currently comprises the Member states of the European Union plus Norway, Iceland and Liechtenstein). If we do this, your information will be treated to the same standards adopted in Ireland and include the following data protection transfer mechanisms:

- Model Clauses (also known as Standard Contractual Clauses) are standard clauses in our contracts with our service providers to ensure that any personal data leaving the EEA will be transferred in compliance with EU data-protection law. Copies of our current Model Clauses are available on request.
- Transfers to countries outside the EEA which have an adequate level of protection as approved by the European Commission (such as the United Kingdom).
- Transfers permitted in specific situations where a derogation applies as set out in Article 49 of the GDPR. For example, where it is necessary to transfer information to a non-EEA country to perform our contract with you.

- **How to exercise your information rights**

- You have the right of access to your personal data
- You have the right to rectification to any errors of your personal data
- You have the right to erasure of your personal data
- You have the right to restriction of processing
- You have the right to data portability
- You have the right to know if any automated decisions are made about you
- You have the right to object
- You have the right to compliant to the Data Protection Commission

## Appendix 1

### I. Erasure

When do I have the right to all my personal data being deleted by the School?

You have the right to have your personal data deleted without undue delay if:

- The personal data is no longer necessary in relation to the purpose(s) for which it was collected/processed
- You are withdrawing consent and where there is no other legal ground for the processing
- You object to the processing and there are no overriding legitimate grounds for the processing
- The personal data has been unlawfully processed
- The personal data must be erased so that we are in compliance with legal obligation
- The personal data has been collected in relation to the offer of information society services with a child.

What happens if the School has made my personal data public?

If we have made your personal data public, we, taking account of available technology and the cost of implementation, will take reasonable steps, including technical measures, to inform those who are processing your personal data that you have requested the erasure.

What happens if the School has disclosed my personal data to third parties?

Where we have disclosed your personal data in question to third parties, we will inform them of your request for erasure where possible. We will also confirm to you details of relevant third parties to whom the data has been disclosed where appropriate.

### J. Data portability

When can I receive my personal data in machine readable format from the School?

You have the right to receive your personal data, which you provided to the School, in a structured, commonly used, and machine-readable format. You have the right to transmit this data to another organisation without hindrance from the School to which the personal data have been provided, where:

- processing is based on consent or contract and
- processing is carried out by automated means.

Would the School transfer the personal data to another service provider if I requested this?

We can transfer this data to another company selected by you on your written instruction where it is technically feasible taking account of the available technology and the feasible cost of transfer proportionate to the service, we provide to you.

Under what circumstances can the School refuse?

You will not be able to obtain, or have transferred in machine-readable format, your personal data if we are processing this data in the public interest or in the exercise of official authority vested in us.

Will the School provide me with my personal data if the file contains the personal data of others?

We will only provide you with your personal data, ensuring we protect the rights and freedoms of others. Where personal data of another person may be on the same files as yours, we will redact the full details of the other person.

#### K. Automated individual decision making

What are my rights in respect of automated decision making?

The School does not have any automated decision-making processes. Where any such processes are introduced, we will provide you with the relevant information required under the “General Data Protection Regulation”.

#### L. Object

Have I already been informed about my right to object?

We have informed you of your right to object prior to us collecting any of your personal data as stated in our privacy statement.

M. When can I object to the School processing my personal data?

You can object on grounds relating to your situation, at any time to processing of personal data concerning you which is based on one of the following lawful basis

- public interest or
  - legitimate interest,
- including profiling based on those provisions.

The School will stop processing your personal data unless:

- we can demonstrate compelling legitimate grounds for the processing, which override your interests, rights and freedoms or
- the processing is for the establishment, exercise or defence of legal claims.

What are my rights to object for direct marketing purposes?

Where your personal data is processed for direct marketing purposes, you have the right to object at any time to processing of personal data concerning you for such marketing, which includes profiling to the extent that it is related to such direct marketing.

Where you object to processing for direct marketing purposes, we will no longer process this data for such purposes.

What are my rights to object in the use of information society services?

In the context of the use of information society services, you may exercise your right to object by automated means using technical specifications.

## N. Restrict processing

### When can I restrict processing?

You may have processing of your personal data restricted:

- While we are verifying the accuracy of your personal data which you have contested
- If you choose restricted processing over erasure where processing is unlawful
- If we no longer need the personal data for its original purpose but are required to hold the personal data for defence of legal claims
- Where you have objected to the processing (where it was necessary for the performance of a public interest task or purpose of legitimate interests), and we are considering whether our legitimate grounds override.

### What if the School has provided my personal data to third parties?

Where we have disclosed your personal data in question to third parties, we will inform them about the restriction on the processing, unless it is impossible or involves disproportionate effort to do so.

### How will I know if the restriction is lifted by the School and/or relevant third parties?

We will inform on an individual basis when a restriction on processing has been lifted.

## O. Rectification

### What can I do if the School is holding incorrect personal data about me?

Where you suspect that data we hold about you is inaccurate, we will on demand, rectify any inaccuracies without undue delay and provide confirmation of same.

### What happens if the School has disclosed my personal data to third parties?

Where we have disclosed inaccurate personal data to third parties, we will inform them and request confirmation that rectification has occurred. We will also provide you with details of the third parties to whom your personal data has been disclosed.

## P. Withdraw consent

### Under what circumstances could I withdraw consent?

You can withdraw consent if we are processing your personal data based on your consent.

### When can I withdraw consent?

You can withdraw consent at any time.

### If I withdraw consent what happens to my current data?

Any processing based on your consent will cease upon the withdrawal of that consent. Your withdrawal will not affect any processing of personal data prior to your withdrawal of consent, or any processing which is not based on your consent.

## Q. Lodge a complaint

#### Can I lodge a complaint with the Data Protection Commission?

You can lodge a complaint with the Data Protection Commission in respect of any processing by or on behalf of the School of personal data relating to you.

#### How do I lodge a complaint?

Making a complaint is simple and free. All you need to do is write to the Data Protection Commission giving details about the matter. You should clearly identify the organisation or individual you are complaining about. You should also outline the steps you have taken to have your concerns dealt with by the organisation, and what sort of response you received from them. Please also provide copies of any letters between you and the organisation, as well as supporting evidence/material.

#### R. What happens after I make the complaint?

The Data Protection Commission will then take the matter up with the School on your behalf.

#### S. Access your data

##### When do I have the right to access my personal data from the School?

Where the School process any personal data relating to you, you have the right to obtain confirmation of same from us, and to have access to your data.

##### What information will the School provide to me?

If we are processing your personal data, you are entitled to access a copy of all such personal data processed by us subject to a verification process to ensure we are communicating with the correct person. We will provide any of the following information:

- why we are processing your personal data
- the types of personal data concerned
- the third parties or categories of third parties to whom the personal data have been or will be disclosed. We will inform you if any of the third parties are outside the European Economic Area (EEA) or international organisations
- how your personal data is safeguarded where we provide your personal data outside the European Economic Area or to an international organisation
- the length of time we will hold your data or if not possible, the criteria used to determine that period
- your rights to:
  - request any changes to inaccurate personal data held by us
  - have your personal data deleted on all our systems
  - restriction of processing of personal data concerning you
  - to object to such processing
  - data portability
- your right to lodge a complaint with the Data Protection Commission [info@dataprotection.ie](mailto:info@dataprotection.ie)
- where we have collected your personal data from a third party, we will provide you with the information as to our source of your personal data
- any automated decision-making, including profiling which includes your personal data. We will provide you with meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for you.

**T. What Information is not provided?**

- Business Information pertaining to your role as an employee
- If we do not provide you with your personal data, we have an obligation to give reasons why this personal data is being withheld.

**How long will it take to receive my personal data from the School?**

We will provide you with a copy of the personal data we are currently processing within one month of request. In rare situations if we are unable to provide you with the data within one month we will notify you, within one month of your valid request, explaining the reason for the delay and will commit to delivery within a further two months.

**How much will it cost me to receive my personal data?**

We will not charge for providing your personal data unless we believe the request is excessive and the cost of providing your data is disproportionate to your services provided.

**Can I request additional copies of my personal data?**

If you require additional copies, we will charge €20 to cover our administrative costs.

**Can I receive my personal data electronically?**

You can request your personal data by electronic means, and we will provide your personal data in a commonly used electronic form if technically feasible.

**What will the School do if another person's personal data is shared with my personal data?**

We will only provide you with your personal data, ensuring we protect the rights and freedoms of others. Where personal data of another person may be on the same files as yours, we will redact the full details of the other person.

## Appendix 2 Cookies Notice

### What are Cookies?

Cookies are very small text files stored on your hard drive. They uniquely identify your computer and allow us to store information about your session on our website, improve website security and help us to customise your website experience. A unique user identity is created which ensures that you are not required to re-enter login details as you move throughout the website if logged in as a customer.

### How we use Cookies

Cookies are used to assist us in making our website work more efficiently. We use them to remember your preferences, for example, the type of cookies that are activated on the site. These choices are available below. When you leave the site and come back to us this information can be reloaded from your computer thereby generally improving your user experience.

What types of Cookies are used on our website?

#### (i) Strictly Necessary/Essential Cookies

These cookies are Necessary/Essential for the website to function and cannot be switched off in our systems. They are usually only set in response to actions made by you which amount to a request for services, such as setting your privacy preferences, logging in or filling in forms. You can set your browser to block or alert you about these cookies, but some parts of the site will not then work. These cookies do not store any personally identifiable information.

#### (ii) Analytics Cookies

These cookies allow us to count visits and traffic sources, so we can measure and improve the performance of our site. They help us know which pages are the most and least popular and see how visitors move around the site. All information these cookies collect is aggregated and therefore anonymous. If you do not allow these cookies, we will not know when you have visited our site.

#### (iii) Targeting Cookies

These cookies may be set through our site by our advertising partners. They may be used by those companies to build a profile of your interests and show you relevant adverts on other sites. They do not store directly personal information but are based on uniquely identifying your browser and internet device. If you do not allow these cookies, you will experience less targeted advertising. We do not use cookies listed under this item in any part of our website.

How do I change my cookie settings?

You can change your cookie preferences at any time by clicking on the 'Cookie settings' at the bottom of the left-hand page. You can then adjust advanced cookie settings by using the available sliders to 'On' or 'Off', then clicking 'Save and close'. You may need to refresh your page for your settings to take effect.





Alternatively, most web browsers allow some control of most cookies through the browser settings. Within your browser you can choose whether you wish to accept cookies or not. Different browsers make different controls available to you and so we provide links below to popular manufacturers' instructions on how you can do this. Generally, your browser will offer you the choice to accept, refuse or delete cookies at all times, or those from providers that website owners use ("third party cookies"), or those from specific websites.

- Google Chrome
- Internet Explorer
- Firefox
- Safari
- Safari Mobile
- Opera

For more detailed information on cookies, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

For a full list of cookies used on [www.englishhour.ie](http://www.englishhour.ie) please visit [Cookie Policy \(EU\) | Englishhour](#).

The site has a cookies and privacy policy generated by a piece of software called Complianz. The Complianz software scans the site and updates the policies based on the site content, ensuring they are always up to date.