



Privacy Policy

ANNE'S Language House is committed to protecting the privacy of individuals who work and study at or who interact with ANNE'S Language House.

1. Collecting Personal Information

Personal information means information about an identifiable individual such as a person's name, phone number, date of birth, address or email address. ANNE'S Language House only collects personal information that is necessary to fulfill any one or more of the following and similar or related purposes:

- To verify identity;
- To enrol a student or a prospective student in our English program, school activities or homestay program offered by ANNE'S Language House;
- To manage an employee of ANNE'S Language House;
- To identify, collect and process the payment to ANNE'S Language House including course program fees, homestay fees, activity fees and other fees;
- To meet regulatory requirement.

ANNE'S Language House obtains an individual's consent to collect, use, or disclose his/her personal information except where ANNE'S Language House is authorized to do so without consent. An individual may provide his/her consent orally, in writing, electronically, or through an authorized representative or it may be implied where the purpose for collecting, using, or disclosing an individual's personal information would be considered obvious and the affected individual voluntarily provides his/her personal information for that purpose.

2. Using and Disclosing Personal Information

ANNE'S Language House only uses or discloses personal information where such use or disclosure is necessary to fulfill the purposes identified at the time the personal information is collected or for a purpose reasonably related to those purposes. ANNE'S Language House will not use or disclose an individual's personal information for any additional purpose unless ANNE'S Language House obtains his/her consent to do so.

3. Ensuring the Accuracy of Personal Information

ANNE'S Language House makes reasonable efforts to ensure that the personal information collected is as accurate, complete, and up-to-date as possible in order to properly satisfy the purposes for which it is to be used. An individual may request that a correction be made to his/her personal information in order to ensure that it's accurate and complete. An individual must make a request to correct personal information in writing and provide sufficient detail to identify the personal information and the correction being sought.



4. Retaining Personal Information

If ANNE'S Language House uses an individual's personal information to make a decision that directly affects him/her, ANNE'S Language House will retain that personal information for at least one year from the date of the decision so that the individual has a reasonable opportunity to access to the personal information.

5. Securing Personal Information

ANNE'S Language House is committed to ensuring the security of an individual's personal information in order to protect it from unauthorized access, collection, use, disclosure, copying, modification or disposal or similar risks. ANNE'S Language house takes reasonable steps to protect information from unauthorized access, collection, use, disclosure or destruction.

6. Access to Personal Information

An Individual has a right of access to his/her Personal Information in the custody or under the control of ANNE'S Language House subject to specific and limited exceptions. A request to access personal information must be made in writing to ANNE'S Language House and provide sufficient detail to identify the personal information being sought. If an individual's request to access his/her personal information is refused in whole or in part, ANNE'S Language House provides him/her with the reasons for the refusal in writing and describe the recourse available to the individual.

7. Questions or Comments

An individual should direct any complaints, concerns, or questions regarding ANNE'S Language House's compliance in writing to the directors of ANNE'S Language House.

Attention: Keiko Nozaki or Chisako Nozaki
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Calgary, Alberta, Canada T2P 3P4
Phone: 403-667-4745
Email: english@alhcalgary.com