

# DEA Policies

## PERSONAL INFORMATION

The Personal Information Protection Act and the Freedom of Information and Protection of Privacy Act, (the “Act”) govern the way private sector organizations collect, use, disclose and secure personal information, and applies to campuses (or students) in British Columbia, Ontario and Nova Scotia. Personal information means all information about an identifiable individual, but does not include business contact information such as the name, position, business telephone, e-mail, and fax numbers of an individual.

## PRIVACY POLICY

At DEA we are committed to respecting your right to privacy. We acknowledge the sensitivity of personal information which may be provided to us in the course of our business. We recognize our responsibility for ensuring the confidentiality and security of your personal information in our custody and control. Ensuring the accuracy of your personal information is our joint responsibility. We conduct our business in compliance with the terms of the Act. This Policy outlines in general terms the principles the Company applies in protecting the personal information of current, past and prospective students and customers that comes within our custody or control.

## STUDENT/CUSTOMER INFORMATION

**We collect student/customer personal information for the following purposes:**

- to provide education & training services;
- to provide career counselling & program selection services;
- to assist students in securing funding for education & training programs;
- to facilitate student career placement opportunities;
- to maintain financial & business records related to the provision of these services.

We limit the collection of personal information to that which is necessary for identified purposes and as permitted by law. Examples of personal information we may collect in order to provide these services to students or prospective students include: name, home address and telephone; identification verification numbers such as birth date, social insurance, driver’s license, etc; marital and family status; income sources; citizenship or immigration status; educational history; transcripts of marks; diplomas; attendance records; all video images; medical status where relevant to a course or placement; financial records relating to tuition payment, educational funding and student loans; employment history, post-graduation employment and references. We do not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required or permitted by law.

## SECURITY

We recognize DEA’s obligation to protect personal information in our custody or control by means of security safeguards appropriate to the sensitivity of the information. These may include taking appropriate and reasonable steps on a technological, contractual, administrative or physical security basis to protect personal information against risks such as loss or theft, unauthorized access, disclosure, copying, use, modification or destruction.

## Discover English Academy Tuition and Refund Policy (Written Notice)

**To initiate a refund, written notice must be provided:**

**A student may be entitled to a refund of tuition fees in the event that:**

- The student provides written notice to DEA that he or she is withdrawing from the program; or
- DEA provides written notice to the student advising that the student has been dismissed from the program.
- The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
- The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
- The refund to which a student is entitled is calculated on the total tuition fees due under the contract.

Where total tuition fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.

- If the institution has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.

## Refund Policy-Language program

**From 0% to 10% of course completed**    70% refund  
**After 30% of course completed**        No refund

**11% to 30% of course completed**    50% refund