

Terms and Conditions and Cancellation Policy

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Terms and conditions: In-house language training and individual coaching

These terms and conditions apply to in-house language courses and to one-on-one (1:1) training.

On request, you will receive a non-binding offer from us that meets your wishes and requirements. This remains valid for 4 months, but not beyond the end of a calendar year. After receiving your written or verbal request, we will organize the training according to this agreement.

We reserve the right to change trainers and course rooms organized by us.

For group trainings & workshops, cancellations or rescheduling the training dates is possible *free of charge* up until 2 months before the workshop date. Cancellation up to 1 month before the workshop date will incur a charge of 50% of the total fee. Cancellation less than 2 weeks before the workshop date will be charged in full.

For individual coaching sessions, cancellations or rescheduling is possible *free of charge* up until 24h (business days only) before the training. Training sessions will be charged *in full* if changes are made less than 24h (business days only) before the training. This means, for example, that necessary changes must be made on Thursday before a training on Monday.

Language training and individual coaching must be completed within 12 months, otherwise the remaining dates will be charged.

Terms of payment: after invoicing within 14 days without deduction.

Steiermärkische Sparkasse
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At the end of the course, all participants who have successfully completed the course will receive a **certificate** from Target Language Communication.

Note regarding the Equal Treatment Act: In order to facilitate readability, the terms, designations and job titles used are often only given in a gender-specific formulation. Of course, all language courses organized by us are open to all genders equally.

Your satisfaction is important to us. Please contact us immediately if a current course does not fully meet your expectations. We are always happy to tailor our service even better to your individual wishes.

Registration guidelines for group courses

Target Language Communication (TLC) is a recognized adult education institution. Our courses are open **to all interested parties aged 16 and over**. As we have a limited number of participants for our courses, training sessions and workshops, places are allocated in the order

in which registrations are received. Please register **as soon as possible**. Many courses are fully booked long before the registration deadline.

You can of course register by telephone (0680/5022784), by e-mail (office@targetlanguage.at) or via our homepage (www.targetlanguage.at). **All registrations are equally binding.**

We reserve the right to change the program and trainers for every course, training and workshop organized by TLC, as well as the right to cancel announced courses or switch to online lessons for compelling reasons.

Terms of payment

Please transfer the course fee within two weeks of receiving the invoice, which we will send you by e-mail shortly before the start of the course. If payment is not made on time, we will unfortunately be forced to charge a penalty fee of 20% of the total amount.

Cancellations

In the case that you are unable to attend, we ask you to cancel your booking. Unless otherwise stated, this is free of charge up to 3 weeks before the start of the group course. If you cancel from the beginning of the cancellation period until the start of the course, we will charge a cancellation fee of 50% of the course fee. If you cancel from the first day of the course or if you do not attend the course, we will have to charge you the full course fee. If you nominate a substitute participant, there is no cancellation fee. In the event of termination or unilateral termination by the participant after the start of the course, no refund of the course fee is possible. **Non-payment of the course fee or non-attendance at the course does not automatically lead to cancellation.**

Course attendance certificates

After successfully completing the course, you will receive a certificate of attendance from Target Language Communication.

Privacy policy

Thank you for your interest in the courses offered by Target Language Communication. The protection of your personal data and compliance with the Data Protection Act are a matter of course for us. We therefore process your data exclusively on the basis of the applicable legal provisions (EU General Data Protection Regulation GDPR, TKG 2021). We only use companies that are subject to the EU General Data Protection Regulation.

Below you will find information about what data we collect and what we use it for. Under no circumstances will collected data be sold or passed on to uninvolved third parties.

Contact with us

If you contact us using the form on the website or by e-mail, the data you provide (name, e-mail address and optionally your telephone number and address) will be stored by us for the purpose of processing the inquiry and in the event of follow-up questions until further notice. We will not pass on this data without your consent.

Course registrations

For course registrations and other services, we collect, store and process the following data that you provide to us until revoked: first name, surname, academic degree, gender, private address and/or company address, email address and telephone number.

We require this data for the provision of your booked courses and services relating to the use of our offer as well as to answer your questions and for the internal compilation of non-personal statistics. We will send you information about our language course offerings by post or email several times a year. The trainer of your booked course will receive your full name, your telephone number and your e-mail address so that they can contact you if necessary (e.g. in the event of last-minute course cancellations or postponements).

By providing us with your data, you automatically give us your consent to do so. However, you can revoke this at any time by sending an e-mail to office@targetlanguage.at.

Cookies

Our website uses so-called cookies. These are small text files that are stored on your end device with the help of the browser. They do not cause any damage.

We use cookies to make our website more user-friendly. Some cookies remain stored on your device until you delete them. They enable us to recognize your browser on your next visit. If you do not want this, you can set up your browser so that it informs you about the setting of cookies and you only allow this in individual cases.

If you deactivate cookies, the functionality of our website may be limited.

Server protocols

The server from which this website is provided stores information that is automatically transmitted to us by your browser in so-called log files. These are:

- Browser type and browser version
- Operating system used
- Referrer URL (i.e. the page from which you came to us)
- The IP address of the accessing computer
- Time of the request

This data is used exclusively for technical monitoring of the web server (capacity utilization, optimization, error detection, security) and is absolutely necessary for this purpose. They are not linked to other data sources so that they cannot be assigned to individual persons. They are deleted after three months.

Web analysis

Our website uses functions of the web analysis service "Google Analytics". The provider is Google Inc, 1600 Amphitheater Parkway Mountain View, CA 94043, USA. Cookies are used for this purpose, which enable your use of the website to be analyzed. The information generated in this way is transferred to the provider's server and stored there.

We have activated the "IP anonymization" function on this website. This means that your IP address is shortened before it is transmitted to the USA and can no longer be assigned to a specific person. Only a rough localization is possible. The IP address transmitted by your browser as part of Google Analytics will not be merged with other Google data.

You can prevent Google Analytics from collecting data by using one of the following methods:

1. by setting up your browser so that no cookies are stored
2. by installing the browser plugin available at the following link:
<https://tools.google.com/dlpage/gaoptout?hl=de>
3. by clicking on the following link: Deactivate Google Analytics on this website now. This will set a cookie that prevents the future collection of your data when you visit this website:

We have concluded a corresponding contract with Google for commissioned data processing, in which Google guarantees compliance with the EU General Data Protection Regulation (GDPR).

Data processing is carried out on the basis of the legal provisions of § 96 para. 3 TKG and Art. 6 para. 1 lit f (legitimate interest) of the GDPR.

Our concern within the meaning of the GDPR (legitimate interest) is the improvement of our offer and our website. Since the privacy of our users is important to us, the user data is anonymized and thus no longer has any direct reference to a person.

The Google terms of use and further information on data protection can be found at the following links: <https://www.google.com/analytics/terms/de.html> and <http://www.google.com/intl/de/policies/privacy/>

Encrypted transmission

For reasons of security and data protection, this website uses SSL encryption, which prevents third parties from intercepting and reading the data you enter during transmission. You can recognize active encryption by the green padlock or similar symbol in the address bar of your browser.

Your rights

In principle, you have the rights to information, correction, deletion, restriction, data portability, revocation and objection. If you wish to exercise these rights, please send an email to: office@targetlanguage.at.

If you believe that the processing of your data violates data protection law or your data protection rights have been violated in any other way, you can also lodge a complaint with the supervisory authority. In Austria, this is the data protection authority.

Changes to our data protection provisions

We reserve the right to change our security and data protection measures if necessary. In these cases, our privacy policy will also be updated. Please refer to the current version on our website.