

Privacy Policy

Privacy Policy	
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Operational from	September 2024
Policy prepared by	Nick Preston
Policy Approved by	Judith Allen – CEO
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Privacy Policy

This privacy notice lets you know what happens to any personal data that you provide to us, or any that we may collect from or about you. It applies to all products and services, and instances where we collect your personal data.

Who We Are

Educationwise Academy is an independent training provider of apprenticeships. Educationwise Academy—also referred to as “we”, “us”, or “our” in this Privacy Policy—operates under the Educationwise Group.

Company address: Engine Shed, Station Approach, Temple Meads, Bristol, BS16QH

1. GDPR and Your Rights

We process all personal data, including that collected via this website, in accordance with the EU General Data Protection Regulation 2018 (GDPR). This law governs how organisations must collect, handle, and store personal information. We ensure your personal information is:

- Collected fairly and used for legitimate purposes
- Stored securely and protected from loss, misuse, or unauthorised access
- Not disclosed to any unauthorised parties

Your rights under GDPR include:

- **Right to be forgotten:** Request deletion of your personal data
- **Right to access:** View all the data we hold on you (via a Subject Access Request)
- **Right to data portability:** Receive your data in a common format
- **Right to correct inaccurate information**
- **Right to opt-out of marketing**
- **Right to restrict or object to processing**
- **Right to lodge a complaint** with a supervisory authority

If you have concerns about how your personal data is handled, you can contact our **Data Protection Officer (DPO):**

T: 0117 379 0450

Email: jallen@education-wise.org

2. Your Right to Object

You have the right to object to certain types of processing, especially those relating to direct marketing or legitimate interests. Contact us to exercise your rights.



3. What Personal Information Do We Process?

We may collect and process the following personal information:

- **Personal and contact details:** Name, title, address, email, phone number
- **Demographic data:** Date of birth, gender
- **Contact records:** Details of communications via email, phone, or online forms, including IP addresses and device identifiers
- **Service usage data:** Information about products or services you've used or shown interest in
- **Marketing and communication preferences**
- **Financial data:** Payment details and records (if applicable)
- **Third-party information:** Data from Credit Reference Agencies and Fraud Prevention Agencies (if relevant)

4. How We Use Your Personal Information

We use your personal data for the following purposes:

- **To provide products and services:** Performing contracts or fulfilling orders
- **To improve services:** Testing and enhancing the operation of our business
- **For communications:** Monitoring and recording interactions, including direct marketing
- **For personalisation:** Offering tailored products and content based on preferences
- **For compliance:** Fulfilling legal obligations, including financial transactions

5. Legal Basis for Processing

We process personal data using the following legal bases:

- **Legitimate Interests:** Responding to enquiries or delivering services where it is necessary for the operation of our business.
- **Contractual Necessity:** Fulfilling obligations under a contract when providing services.
- **Consent:** Processing based on your explicit consent for specific purposes (e.g., marketing communications).
- **Legal Obligations:** Complying with laws and regulations, including tax and reporting obligations.

6. How We Store Your Personal Information

Your data is stored securely within our systems and with trusted third-party providers. We ensure data is encrypted and securely transmitted.

Access to your data is limited to authorised personnel, and we store minimal information once you opt out of marketing communications, only retaining essential contact details to avoid future communication.

7. Retention of Your Data

We will retain your personal data for as long as necessary to fulfil the purposes for which it was collected, including for legal, regulatory, and operational purposes. Specific retention periods apply to certain categories of data, including financial and contractual records (retained for 6 years post-tax year).

8. Data Breaches

In the event of a data breach, we will inform the Information Commissioner's Office (ICO) within 72 hours if personal data has been compromised. Affected individuals will also be informed if the breach has a significant impact on their rights or freedoms.

9. About This Website's Server and Security

Our website server is hosted in the UK and protected with automatic security patches. All transactions and data are encrypted using **HTTPS/SSL** to ensure sensitive data is transmitted securely.

10. Our Third-Party Data Processors

We only work with trusted third-party processors who comply with GDPR and other relevant data protection regulations. These third parties assist us with services such as marketing, data storage, and analytics, and are required to handle your data in a secure and lawful manner.

11. How to Withdraw Your Consent

If you wish to withdraw your consent to marketing communications, you can unsubscribe via the links in our emails or contact us at **info@education-wise.org**.

12. What to Do If Your Personal Information Changes

Please notify us of any changes to your personal information by emailing **info@education-wise.org**.

13. The Information Commissioner's Office (ICO)

If you have any concerns regarding our data practices, you can contact the ICO:

- Call: 0303 123 1113
- Visit: <https://ico.org.uk/>