

Privacy Policy

Privacy Policy	
Version No	4
Operational from	September 2025
Policy prepared by	Nick Preston
Policy Approved by	Judith Allen – CEO
Review date	September 2026

Purpose

This Privacy Policy explains how Educationwise collects, uses, stores, and protects your personal information. It applies to all learners, staff, employers, partners, suppliers, and anyone who engages with Educationwise services.

Who we are

Educationwise is an independent training provider of apprenticeships, commercial courses, and workforce development programmes. References to “we”, “us”, or “our” in this Privacy Policy refer to Educationwise.

Company address: Engine Shed, Station Approach, Temple Meads, Bristol, BS1 6QH

1. UK GDPR and your rights

We process all personal data in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**. We ensure that your data is:

- Collected fairly and used only for specified, legitimate purposes.
- Stored securely and protected from loss, misuse, or unauthorised access.
- Not shared with unauthorised parties.

Your rights include:

- **Access:** See what information we hold about you (Subject Access Request).
- **Rectification:** Correct inaccurate or incomplete information.
- **Erasure:** Request deletion of your data (“right to be forgotten”).
- **Restriction/objection:** Ask us to stop or limit certain types of processing.
- **Portability:** Receive a copy of your data in a portable format.
- **Marketing opt-out:** Withdraw consent to marketing communications.
- **Complain:** Raise concerns with the Information Commissioner’s Office (ICO).

Data Protection Officer (DPO): Nick Preston – npreston@education-wise.org | 0117 379 0450. The DPO oversees compliance with data protection law and responds to all rights requests.

2. Your right to object

You have the right to object to processing where our legal basis is legitimate interest, including direct marketing. You also have the right not to be subject to automated decision-making, including profiling, unless required for a contract, authorised by law, or based on your explicit consent.

3. Information we collect

Website:

 <https://educationwisegroup.co.uk/>

We may collect:

- **Personal details:** Name, address, email, phone number.
- **Demographic data:** Date of birth, gender.
- **Contact records:** Emails, calls, online forms, IP addresses, device identifiers.
- **Service usage data:** Courses or services accessed or applied for.
- **Marketing preferences.**
- **Financial data:** Payment details where applicable.
- **Employment/education records:** Where relevant to training or apprenticeships.
- **Third-party data:** Where provided by employers, awarding bodies, or funders.

4. How we use your information

We use your data to:

- Deliver learning, training, and support services.
- Manage enrolments, assessments, and certification.
- Communicate with you about your programme.
- Improve our services through monitoring and feedback.
- Meet legal and contractual obligations (e.g., funding, safeguarding, tax).
- Send relevant marketing where consent has been given.

5. Legal basis for processing

We rely on:

- **Contractual necessity** (to deliver learning or services you are enrolled on).
- **Legal obligations** (e.g., safeguarding, reporting, financial compliance).
- **Legitimate interests** (to operate and improve our business).
- **Consent** (for marketing or optional activities).

6. Storage and security

- Data is stored securely in our systems and with trusted providers.
- Encryption, access controls, and password protections are applied.
- Transfers outside the UK/EEA are only made with UK-approved safeguards (e.g., Standard Contractual Clauses).

7. Retention

We keep personal data only as long as necessary:

- **Learner/apprenticeship records:** Duration of study + 6 years.
- **HR and employment records:** Employment period + 6 years.
- **Financial/contractual records:** 6 years after the relevant tax year.
- **Marketing data:** Until consent is withdrawn.

8. Data breaches

If a data breach occurs that risks individuals' rights, we will notify the **ICO within 72 hours** and affected individuals where necessary. Any suspected breach must be reported immediately to the DPO.

9. Website and security

Our website server is hosted in the UK. All transactions and data transfers are encrypted with HTTPS/SSL and protected with automatic security updates.

10. Third-party processors

We only use trusted third parties who comply with UK GDPR, such as:

- Cloud storage and IT providers.
- Learning management and assessment platforms.
- Payroll, finance, and HR service providers.
- Marketing and email platforms.

11. Withdrawing consent

You can withdraw consent for marketing at any time via unsubscribe links in emails or by contacting info@education-wise.org.

12. Keeping your information up to date

If your personal information changes, please notify us by emailing info@education-wise.org.

13. ICO contact details

If you are concerned about how we handle your data, you can contact the ICO:

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