

# DATA PROTECTION PRIVACY NOTICE

This is the privacy notice of **Professional Education in Practice Limited**. In this document, “we”, “our”, or “us” refer to Professional Education in Practice Ltd.

## INTRODUCTION

1. This is a notice to inform you of our policy about all information that we record about you through our website and administrative office. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you (“personal information”) and information that could not. In the context of the law and this notice, “process” means collect, store, transfer, use or otherwise act on information.
2. We take seriously the protection of your privacy and confidentiality. We understand that all visitors to our website and administrative office are entitled to know that their personal data will not be used for any purpose unintended by them, and will not accidentally fall into the hands of a third party.
3. We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.
4. Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).
5. The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at [www.knowyourprivacyrights.org](http://www.knowyourprivacyrights.org)
6. Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our website.

## THE BASES ON WHICH WE PROCESS INFORMATION ABOUT YOU

The law requires us to determine under which of six defined bases we process different categories of your personal information, and to notify you of the basis for each category.

If a basis on which we process your personal information is no longer relevant then we shall immediately stop processing your data.

If the basis changes then if required by law we shall notify you of the change and of any new basis under which we have determined that we can continue to process your information.

## 1. INFORMATION WE PROCESS BECAUSE WE HAVE A CONTRACTUAL OBLIGATION WITH YOU

If you register with us as a student you agree to our terms and conditions and a contract is formed between you and us.

In order to carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information.

## **We may use it in order to:**

1. verify your identity and course suitability
2. provide you with our services
3. provide you with suggestions and advice on our services and how to obtain the most from using our website

We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract.

Additionally, we may aggregate this information in a general way and use it to provide class information, for example to monitor our performance with respect to course accreditation. If we use it for this purpose, you as an individual will not be personally identifiable.

We shall continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.

## **2. INFORMATION WE PROCESS WITH YOUR CONSENT**

Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website or ask us to provide you more information about our courses, you provide your consent to us to process information that may be personal information.

Wherever possible, we aim to obtain your explicit consent to process this information, for example, by asking you to agree to our use of cookies. Sometimes you might give your consent implicitly, such as when you send us a message by e-mail to which you would reasonably expect us to reply.

Except where you have consented to our use of your information for a specific purpose, we do not use your information in any way that would identify you personally. We may aggregate it in a general way and use it to provide class information, for example to monitor the performance of a particular page on our website.

We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us [info@pepractice.co.uk](mailto:info@pepractice.co.uk).

## **3. INFORMATION WE PROCESS BECAUSE WE HAVE A LEGAL OBLIGATION**

We are subject to the law like everyone else. Sometimes, we must process your information in order to comply with a statutory obligation.

For example, we may be required to give information to Greenwich University, if they so request. This may include your personal information.

## **4. SPECIFIC USES OF INFORMATION YOU PROVIDE TO US**

Personal data submitted on this website will be used for the purposes specified in this privacy policy or in relevant parts of the website.

### **Information you give to us. We may use this information to:**

- Send you general and marketing communications;
- Send you e-mail notifications;
- To notify you about changes to our courses;
- To ensure that content from our site is presented in the most effective manner for you and for your computer

### **Information we collect about you. We will use this information:**

- To administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and review purposes;
- To improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- As part of our efforts to keep our site safe and secure;
- To measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you; and/or
- To make suggestions and recommendations to you and other users of our site about services that may interest you or them.

### **Information we receive from other sources.**

We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

We will not provide your personal information to any third parties for the purpose of direct marketing.

## **5. COMPLAINING**

When we receive a complaint, we record all the information you have given to us.

We use that information to resolve your complaint.

If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is.

### **How you can complain**

- If you are not happy with our privacy policy or have any complaint then you should tell us by email. Our address is [info@pepractice.co.uk](mailto:info@pepractice.co.uk).
- If a dispute is not settled then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration.
- If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at <https://ico.org.uk/concerns/>.

## **6. CONTACTING US VIA OUR WEBSITE**

When you contact us, whether by telephone, through our website or by e-mail, we collect the data you have given to us securely in order to reply with the information you need.

We record your request and our reply as well as the personally identifiable information associated with your message, such as your name and email address and other contact details so as to be able to track our communications with you to provide a high quality service. This data will be held securely online for a period of 12 months, we may also record this information within our administrative office files until successful completion of your course.

## **7. PERSONAL IDENTIFIERS FROM YOUR BROWSING ACTIVITY**

Requests by your web browser to our servers for web pages and other content on our website are recorded.

We record information such as your geographical location, your Internet service provider and your IP address.

## **8. ENCRYPTION OF DATA SENT BETWEEN US**

We use Secure Sockets Layer (SSL) certificates to verify our identity to your browser and to encrypt any data you give us.

Whenever information is transferred between us, you can check that it is done so using SSL by looking for a closed padlock symbol or other trust mark in your browser's URL bar or toolbar.

## **9. ACCESS TO YOUR PERSONAL INFORMATION**

- At any time you may review or update personally identifiable information that we hold about you by contacting us.
- To obtain a copy of any information that is not provided on our website you may send us a request at [info@pepractice.co.uk](mailto:info@pepractice.co.uk).
- After receiving the request, we will tell you when we expect to provide you with the information, and whether we require any fee for providing it to you.

## **10. REMOVAL OF YOUR INFORMATION**

If you wish us to remove personally identifiable information from our systems, you may contact us at [info@pepractice.co.uk](mailto:info@pepractice.co.uk).

This may limit the service we can provide to you.

## **11. VERIFICATION OF YOUR INFORMATION**

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

## **12. RETENTION PERIOD FOR PERSONAL DATA**

As mentioned in this privacy notice, we keep your personal information securely online for a period of 12 months. We will also keep the data in our administrative office for as long as required by us:

- To provide you with the services you have requested;
- To comply with other law
- To provide copies of course marks

## **13. COMPLIANCE WITH THE LAW**

Our privacy policy has been compiled so as to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you.

However, ultimately it is your choice as to whether you wish to use our website.

## **14. REVIEW OF THIS PRIVACY POLICY**

We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records.

If you have any question regarding our privacy policy, please contact us.

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