

## PRIVACY AND DATA PROTECTION POLICY

Revised in accordance with General Data Protection Regulation

In this policy, references to 'the company', 'we' or 'us' means ESOLCENTRE.UK LTD. References to 'you', 'user' means the student/visitor to whom we are supplying services.

Personal data is any information through which an individual may be identified.

ESOLCENTRE needs to collect and process information in order to deliver its services. The services include (but are not limited to) provision of online courses, tuition, exam preparation and examination, student support and any other services listed on [our website](#).

By accessing our Service, you accept our Privacy and Data Protection Policy, and you consent to our collection, storage, use and disclosure of your personal information as described in this Policy. In addition, by using our Service, or services across partnered and unaffiliated sites, you are accepting the policies and practices described in this Privacy Policy. Each time you visit our website, or use the Service, and any time you voluntarily provide us with information, you agree that you are consenting to our collection, use and disclosure of the information that you provide, and you are consenting to receive electronic communications or otherwise be contacted, as described in this Privacy Policy. Whether or not you register or create any kind of account with us, this Privacy Policy applies to all users of the website and the Service.

### Data Storage

ESOLCENTRE will ensure that:

- a) Data is held securely such as password protected computer, locked cabinets/drawers, encrypted, computers have appropriate virus/data protection software appropriate to the business.
- b) Data is not disclosed or shared orally or in writing to any unauthorised party.
- c) ESOLCENTRE does not have access to log on and passwords of its users, those are set up by the users.

We implement reasonable precautions and follow industry best practices in order to protect your Personal Information and ensure that such Personal Information is not accessed, disclosed, altered or destroyed. However, these measures do not guarantee that your information will not be accessed, disclosed, altered or destroyed by breach of such precautions. By using our Service, you acknowledge that you understand and agree to assume these risks.

### Data Processing (Students)

We may collect and process both "Non-Personal Information" and "Personal Information" about you. "Non-Personal Information" includes information that cannot be used to personally identify you, such as anonymous usage data,

general demographic information we may collect, referring/exit pages and URLs, platform types, preferences you submit and preferences that are generated based on the data you submit and number of clicks. "Personal Information" includes information that can be used to personally identify you, such as your name, address and email address.

We need to process data to provide our services. The personal data we hold about students includes the information provided in the [enrolment form](#).

We do not process card payments or other financial information, this is done through PayPal.

ESOLCENTRE does not provide services to children under the age of 16, unless in exceptional circumstances where a school refers a student who is nearly 16 years of age. In this case, we will process the school's contact details.

Users can update their communication settings and the information we hold about them at any time via our [website](#).

**Data Processing (Partners and Staff)** may include bank transactions for the purposes of paying fees, wages, commissions etc. Any financial information obtained by us will be kept confidential and disposed of when no longer needed, for example when working relationship comes to an end.

### **Data Retention**

a) ESOLCENTRE will retain all students' personal data for the duration of the course plus four additional weeks (to comply with appeals procedure), including assessment feedback forms. After course end date, personal data will be deleted with exception of student's name, date of birth, home address and email address. This data, including course score and certificate number, will be kept secure for a period of five years, for the purpose of certificate verification and provision of copy certificate, for example if the original is lost or damaged. Even, if we delete your personal information it may persist on back-up files or archives for legal, statistical, tax or regulatory purposes.

### **Data Destruction**

a) ESOLCENTRE will ensure it destroys data in a confidential manner i.e. shredding of paper documents, deletion from computer systems.

### **Subject Access**

Any party who has provided personal data to ESOLCENTRE has the right to request what information is stored and its content within one year of date the information was provided to us. Time limit for responding to request of information is 14 working days and it is free of charge the first time. A £10 charge will apply to repetitive or unfounded requests. Subject access request may be made by [email](#) to the ESOLCENTRE's Director who will discuss the request with the data subject.

Individuals can request to be 'forgotten', which will result in the full deletion of all records and data that the organisation holds about them.

## Data Sharing

We do not disclose your information to any third parties other than for the purposes of storage or to enable us to provide our services to you. As part of the Service, we may provide links to or compatibility with other websites or applications. However, we are not responsible for the privacy practices employed by those websites or the information or content they contain. This Privacy Policy applies solely to information collected by us through the Service. Therefore, this Privacy Policy does not apply to your use of a third-party website accessed by selecting a link via our Service. To the extent that you access or use the Service through or on another website or application, then the privacy policy of that other website or application will apply to your access or use of that site or application. We encourage our users to read the privacy statements of other websites before proceeding to use them. ESOLCENTRE will not share your data with other organisations, unless legally obliged to, for example to comply with court order.

We will not sell, trade, rent or otherwise share your Personal Information with third parties without your consent.

Data will be provided in accordance with the Subject's Rights of Access under GDPR.

## Changes to our privacy policy

The Company reserves the right to change this Privacy Policy at any time. If we decide to change this Privacy Policy, we will post these changes [on our website](#) so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it. Any such modifications become effective immediately. It is your sole responsibility to check our website from time to time to view any such changes to the terms of this Privacy Policy. If you do not agree to any changes, if and when such changes may be made to this Privacy Policy, you must cease access to this website. If you have provided your email address to us, you give us permission to email you for the purpose of notification as described in this Privacy Policy.

## Breaches of Data Protection

Breaches or suspected breaches should be reported to the ESOLCENTRE's Director who will make the necessary investigations and provide a response to the informant within 2 weeks of receipt.

ESOLCENTRE.UK LTD is registered with the ICO, No: ZA144362.

For more information visit [ICO website](#).