



Privacy Notice

Introduction

This privacy notice provides details of how The Learning Curve (TLC) collect and process personal data through use of our website, making enquiries, signing up for and attending courses and workshops, taking part in surveys or prize draw competitions, signing up to our newsletter or marketing emails.

TLC is the Data Controller and is responsible for your personal data. Should you have any questions you can contact TLC using the details below

- Full name of legal entity: Learning Curve (Development) Ltd
- Email address: Info@LearningCurveDevelopment.co.uk
- Postal address: Learning Curve (Development) Ltd, PO Box 140, Ware, Herts, SG9 0ZN

If you are not happy with any aspect of how we collect and use personal data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We should be grateful if you would contact TLC first if you do have a complaint, so that we can try to resolve it.

It is very important that the information we hold is accurate and up to date. Please let us know if at any time your personal information changes by emailing Info@LearningCurveDevelopment.co.uk.

The Data We Collect

Personal data is defined as any information capable of identifying a living person. It does not include anonymised data. We may process the following types of data:

- Identity Data may include first name, last name, previous names, username, title, date of birth, gender, professional association registration numbers, certificate numbers
- Contact Data may include billing address, delivery address, email addresses, telephone numbers and employer details
- Transaction Data may include details about payments made to TLC and other details of purchases made by an individual
- Technical Data may include log in data, IP address, time zone setting and location
- Profile Data may include username and password, purchases, feedback and survey responses
- Usage Data may include information about how our products and services are used
- Marketing and Communication Data may include preferences for receiving communications and marketing from TLC

We may also process Aggregated Data from personal data but this does not reveal identity and as such is not Personal Data. An example of this would be using metrics to ascertain how TLCs website is used.

Sensitive Personal Data

We do not collect Sensitive Personal Data. This refers to details about race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, information about health and genetic and biometric data. We do not collect any information about criminal convictions and offences.

However, we do hold some historical enrolment forms provided by an education awarding body (The Institute of Animal Technology) that did request Sensitive Personal Data freely provided by the individuals. These will be deleted in line with our retention policy.

How We Collect Personal Data

We collect data through different methods:

- Direct interactions including completion of forms on our website, booking forms, surveys, post, phone, email or verbal communication
- Automated technologies including usage patterns of our E-learning site and submission of assignments

How We Use Personal Data

We will only use Personal Data when legally permitted. The most common uses are:

- Where there is a need to perform a contract such as the provision of training
- Where it is necessary for TLCs legitimate interests to maintain up to date records, develop business
- Where we need to share with course or workshop accreditors or education awarding bodies for certification and employers paying for attendance
- Where we need to comply with a legal or regulatory obligation

Below is a description of the ways we will use Personal Data and the legal grounds for doing so.

Purpose or Activity	Type of Data	Basis for Processing
To register an individual on a course or workshop	Identity Contact details Employer Payment method	Performance of a contract Legitimate interest
To process and deliver the course or workshop	Identity Contact details Employer Payment method Marketing and communications	Performance of a contract Legitimate interest Sharing with accreditors/education awarding bodies and employers
To manage our relationship	Identity Contact details Marketing and communications	Performance of a contract Legitimate interests
To enable participation in a competition or complete a survey	Identity Contact details Usage Marketing and communications	Performance of a contract Legitimate interests
To administer and protect our business (troubleshooting, E-learning support, data analysis)	Identity Contact Technical	Legitimate interests Legal obligations
To deliver relevant marketing and communications	Identity Contact details Marketing and communications Technical	Legitimate interests
To use data analytics to improve our website, E-learning, marketing and communications	Technical Usage	Legitimate interests
To suggest courses or workshops of interest	Identity Contact details Technical	Legitimate interests

You will receive marketing communications from TLC if you have requested information, attended a course or workshop, or entered a competition but you will be able to opt out of marketing at any time. If you opt out of marketing this will not apply to Personal Data held by TLC in relation to requests for information, attendance on courses or workshops.

Disclosure of Personal Data

We will not sell or share your Personal Information with any other party other than those listed above, or unless you ask us to.

Some Personal Data we may have to share with third parties:

- Service providers who administer IT systems
- HM Revenue and Customs, regulators and other authorities in the UK and EU should information be requested by a court order

International Transfers

Some of our service providers that manage Personal Data are based outside of the European Economic Area (EEA) so we make every effort to ensure a similar degree of security. These are all listed on the EU-US Privacy Shield which requires that they provide similar protection of personal data as those within the EEA.

Data Security

We have put in place appropriate security measures to prevent Personal Data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We limit access to Personal Data to those employees, contractors and other third parties who have a business need to know such data. They will only process Personal Data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected Personal Data breaches and will notify the individuals concerned and ICO of a breach where we are legally required to do so.

Data Retention

We will retain Personal Data for as long as it is required to fulfil the purposes it was collected for. To determine appropriate retention periods we consider the amount and nature of Personal Data, the potential risk of harm from disclosure of Personal Data and any legal requirements for holding such data.

Individuals Legal Rights

Individuals have right under GDPR in relation to Personal Data. These include:

- Accessing the Personal Data we hold
- Requesting corrections to Personal Data we hold
- Requesting Personal Data be erased
- Requesting transfer of Personal Data
- The right to withdraw consent

Visit <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/> for more information.

If you wish to exercise any of the rights above, please email Info@LearningCurveDevelopment.co.uk. We would need to request specific information to confirm your identity to ensure you have a right to access Personal Data.

Third-party Links

TLCs website contains links to third-party websites. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.