



## **DistanceLearningCentre.com Ltd**

### **Privacy Notice**

#### **Introduction**

DistanceLearningCentre.com Ltd is committed to data security and the processing of personal information in a transparent way. Our privacy notice explains what, how and why we collect personal data. It also explains how we store data, who we share data with and your rights in relation to the personal data you provide to us.

This privacy notice applies to all the personal data we collect if you use our services or visit our website. This is in compliance with with the General Data Protection Regulations 2018 (GDPR) as well as The Data Protection Act 2018 (DPA 2018).

#### **Who is the DistanceLearningCentre.com?**

We are an approved provider of access to HE courses by the Quality Assurance Agency for Higher Education (QAA). We also provide unregulated courses which are required to meet the same quality standards as all our other provision. Our IGCSEs, GCSEs and Functional Skills courses are fully recognised by Ofqual.

DistanceLearningCentre.com Ltd is a private limited company (Company Reg. No. 4918981). Our registered address is: 44 Rochdale Road, Darwin House, Todmorden, OL14 7LD. For more information about DistanceLearningCentre.com please visit: [www.distancelearningcentre.com](http://www.distancelearningcentre.com)

#### **How do we collect personal data?**

The type and frequency of any personal data collected will always depend on how our website and services are used. We may collect and process personal data provided to us if you:

- Visit our website through the use of cookies.
- Complete an enquiry form on our website.
- Make an enquiry or application for job vacancies.
- Upload data through our secure portals.
- Register on to a programme of study and submit related documentation.
- Register as a learner on a course with us.
- Sign-up to receive communications e.g. newsletters.
- Enter into a contract with us.
- Correspond with us by telephone, email or in writing.
- Lodge a formal complaint.

## What personal learner information do we collect?

DistanceLearningCentre.com will only collect data when there is a legitimate business reason or you have given explicit consent. Any data collected will only be processed for the purposes for which it has been submitted.

Before processing any personal data, we ensure that at least one lawful basis under GDPR is met. We will not disclose personal data for any purpose other than what the data was originally collected for; unless there is an overriding legal basis that enables this processing.

We may collect and process personal information about you, including: your name; gender; email address; contact address; contact number; job role; disability status; dietary requirements; details for courses or events you have attended or delivered; collected as part of any documents you complete in regards to the Centre's legitimate business functions; details of our services to which you have subscribed; payment card details and billing information; marketing and communication preferences.

If you provide us with information about a person other than yourself you must ensure that they understand how their information will be used and that they have given their explicit consent for you to share it with us for the purposes as outlined in this notice.

**For tutors or other staff at the Centre:** Data may include your name, gender, email address, postal address, telephone number, job role, course details and feedback concerning learner registration and achievement e.g. in the event of a complaint/appeal. Staff contact details may be provided to the relevant awarding body as part of the organisation's agreement with the awarding body.

We may record certain online events such as webinars. If an event is being recorded, we will notify you before recording begins. If you are an attendee or a presenter your image, audio and comments may be captured during the recording if you choose to share them.

**For learners:** This includes personal information for the purpose of registering learners and awarding learner achievements which is submitted through a secure portal by us when which you have registered with us. The data collected that can be used to identify you includes, but is not limited to name, date of birth, gender, ethnicity, disability, postcode, as well as achievement and course data. Please see our 'Privacy Notice: Learner Information' at: <https://www.distancelearningcentre.com/policies.php> for more details.

We may also keep video recordings of learners undertaking remote on-line assessments where the Centre has in place an agreed structure for remote invigilation. Recordings include video footage to identify and monitor the learner for the duration of the assessment.

## Children's Privacy

DistanceLearningCentre.com does not knowingly register or collect personally identifiable information from anyone under the age of 15 (Children). If you, or a parent or guardian, has reason to believe that a child has provided us with personal information, please contact us immediately. We will ensure parental/guardian approval has been sought for the sharing of children's data with us before we process their data.

**Visitors to our website:** DistanceLearningCentre.com uses cookies (a small text file placed on your computer or device) to collect standard internet log information (including IP address), track visitor use of the website and to compile statistical reports on website activity. We also use cookies to help us to improve our website and tailor it to customer

needs. Data we collect using cookies is only processed in a way which does not personally identify anyone and does not give us access to your computer.

The best way to manage collection of your data by third party organisations is by setting your Cookie Preference when you visit our site. You can also change these at any time.

Alternatively, you can choose to decline cookies if you prefer by modifying your browser settings. However, in some cases, some of our website features may not function as a result. You can manage cookies by activating the setting on your internet browser that allows you to refuse the setting of all or some cookies. For further information visit <http://www.aboutcookies.org.uk> or [www.allaboutcookies.org.uk](http://www.allaboutcookies.org.uk)

If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal data and we will explain what we intend to do with it.

We also use a third-party service, Google Analytics, to collect standard internet log information, to better understand how visitors use our website. This includes analyzing visitor numbers and page visits, which is processed in a way that does not identify an individual.

Google Analytics only collects data as tokens from our web site users, we do not provide any personal data to them with the exception of email addresses. However, Google Analytics can link the tokens to users' Google Accounts to be able to provide us with demographic data about our site users. These tokens are also used to tailor delivery of our Google Ads to the most appropriate users. In the case of email addresses, we upload these to Google periodically in order to create 'audiences' which means that Google Ads you see are tailored to your circumstances. This data is strictly used only within our own Google Ads account and is not used by Google for any other purposes than we have stated here.

To opt-out of being tracked by Google Analytics across all websites you can visit <https://tools.google.com/dlpage/gaoptout>

Our website may contain links to other websites. When you access these sites, you leave our website and your communications are no longer protected by our privacy notice. DistanceLearningCentre.com is not responsible for the privacy practices nor the content of other websites. We recommend that you review the privacy notice of those sites to fully understand what information is collected and how it is used.

### **Why does DistanceLearningCentre.com collect and process personal and sensitive information?**

The collection and processing of data by the DistanceLearningCentre.com is solely for the purpose of its legitimate business functions and to meet its responsibilities. This includes using your personal details to provide the products and services you have requested; communications in relation to these products and services, including issues, complaints, administrative support, performing analytical processes to support our business functions and report to our regulators and a small number of other organisations as listed below.

There are special categories of personal data require higher levels of protection (e.g. ethnicity, disability or health status) which require further justification for collecting, storing and using.

We collect and process special category data for archiving and statistical purposes. This includes, but is not limited to using such data to support new courses qualifications and services, research, and national statistics. We have in place appropriate policies and safeguards when processing such data.

Where you have given your explicit consent to receive marketing communications, we may use your personal data to send you newsletters, information about events and products and services that may be of interest to you.

You may unsubscribe to receive these communications at any time by emailing [studentservice@distancelearningcentre.com](mailto:studentservice@distancelearningcentre.com) or clicking on the 'unsubscribe' link within any of the marketing emails we send you.

We may also process your personal data if required by government or law, such as for crime prevention or fraud.

## Who do we share data with?

Personal data will only be disclosed on a confidential basis to external service providers so that they can provide services such as financial, technological or administrative assistance. When we share data with an external third party; these operations are governed by a Data Processing Agreement (DPA) and we perform regular due diligence on any external companies we work with to ensure that high levels of data integrity are maintained.

DistanceLearningCentre.com as part of its legitimate business, shares data with our regulators and may also share it with a small number of other organisations, with whom we share a business partnership. These organisations include:

Organisation	Relationship	Shared data
Ascentis	Regulator	Registration, learner name, learner ID, DOB, gender, ethnicity, employment status, post code, units of learning, qualification and achievements, tutor name, and tutor qualifications.
Open Awards	Regulator	Registration, learner name, learner ID, DOB, gender, ethnicity, employment status, post code, units of learning, qualification and achievements, tutor name and tutor qualifications.
UCAS	Business partnership	Learner name, registration number, ULN/ID, DOB, unit of learning and qualification achievement details, tutor name and email address.
Higher Education Institutions	Business partnership	Access to HE Diploma Achievement, learner name, learner DOB, learner UCAS ID, staff name and email address.
Turnitin	Business partnership	Learner name, class ID, learner email address, staff name and email address.
Trustpilot	Business partnership	Learner name, learner ID and learner email address.
Google	Business partnership	Learner email address, analytics data (not personalized but they can link to your Google Account, if you have one).

Microsoft Advertising	Business partnership	Learner email address, analytics data (not personalized but they can link to your Microsoft Account, if you have one).
Facebook	Business partnership	Learner email address, analytics data (not personalized but they can link to your Google Account, if you have one).

Unless otherwise stated, data is normally shared and processed as anonymised data. However, situations may arise, such as an investigation or complaint, when DistanceLearningCentre.com is required to process or share individual personal details due to a legitimate business reason. In such circumstances, DistanceLearningCentre.com will share only those details which are necessary to the case and will endeavour to maintain the security of this information.

### **Personal data stored outside the EEA (European Economic Area)**

Some of our business partners may store your personal data outside of the EEA (such as Turnitin). In any such instances, we require that the business partner is complying in accordance with the data security and storage requirements of GDPR.

We strongly encourage you to visit the websites of the organisations listed above to view their Privacy Notices, which will provide details of how their data may be used.

### **Where do we store personal data?**

All personal information provided to us is stored on our secure servers located in the UK. The security of personal information is very important to us, however, no method of transmission over the internet or method of electronic storage is 100% secure. While we endeavor to use commercially acceptable means to protect personal information, we cannot guarantee its absolute security.

### **How long do we store your personal data?**

DistanceLearningCentre.com retains your personal data for a maximum of 10 years. After which your data is either deleted (including but not limited to uploaded files and email correspondence) and/or anonymised, such that no connection can be made between any personal information we hold and you as an individual.

### **Access to your data and data correction**

DistanceLearningCentre.com strives to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring to our attention if they think that our collection or use of information is incorrect, unfair, misleading or inappropriate.

Under the data protection legislation, you have the right to request a copy of the personal information that we hold about you. This is known as a Subject Access Request (SAR). If we do hold information about you, we will:

- Respond to you within 4 weeks of receiving your request.
- Provide you with a description of the data we hold.
- Inform you why we are holding the data.
- Inform you of who it could be disclosed to and
- Provide a copy of the information to you in a clear format.

To make a request for information or changes to your details please write to the contact address at the end of this notice or contact us via email at:

[studentservice@distancelearningcentre.com](mailto:studentservice@distancelearningcentre.com)

## **Changes to our privacy notice**

DistanceLearningCentre.com understands that privacy and data protection concerns may change over time and we will therefore keep this privacy notice under review. If we make any changes to this privacy notice we will update our website and, if appropriate, notify you by email. Please check frequently to see if there are any changes to this notice.

## **How to contact us**

If you have any questions or would like to discuss anything contained in our privacy notice or information we hold on you, please contact:

DistanceLearningCentre.com Ltd  
Darwin House,  
44 Rochdale Road,  
Todmorden.  
West Yorkshire.  
OL14 7LD.

Or via email on: [studentservices@distancelearningcentre.com](mailto:studentservices@distancelearningcentre.com)

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**DistanceLearningCentre.com Ltd: 01/05/18; 14/12/19; 20/11/21; 13/07/22; 17/05/23**