



DistanceLearningCentre.com Ltd

Privacy Notice

Information for learners

This privacy notice is being issued by the DistanceLearningCentre.com Ltd to inform all our learners how we will use learners' personal information. In accordance with the General Data Protection Regulation (GDPR), DistanceLearningCentre.com is the data controller for personal information processed by the Centre.

As an organisation, we have a responsibility under the Data Protection Act to ensure that our learners are informed of how their information is processed and shared.

This Privacy Notice is made available to all our learners, so that they understand what personal information we collect and how we use it, and who we share it with

Who is the DistanceLearningCentre.com?

We are an approved provider of access to HE courses and Level 2 Awards by the Quality Assurance Agency for Higher Education (QAA). Our current examination boards for IGCSE and GCSE courses are AQA and Edexcel, which are both fully recognised by Ofqual, the official regulator for GCSE qualifications and exams. For more information about DistanceLearningCentre.com please visit: www.distancelearningcentre.com

What personal learner information do we collect?

DistanceLearningCentre.com collects and processes personal learner information for the purpose of: registering learners, awarding learner achievements; exercising its functions; and meeting its responsibilities. This information is normally submitted to our Awarding Bodies (Ascentis and Open Awards) through secure portals. Only pre-approved users have access to the portals by means of a secure login, which is provided by the relevant Awarding Body. Users are bound by the Terms and Conditions of the Awarding Body portals.

The personal information collected that can be used to identify our learners includes, but is not limited to: name, date of birth, gender, ethnicity, disability, postcode, as well as achievement and course data. Whilst we endeavour to collect only that data for which there is a legal or sound business requirement and to ensure the integrity of the data, we do encourage our learners to contact us if you believe any data is incorrect.

If you have any concerns these can be sent to DistanceLearningCentre.com by emailing: studentservices@distancelearningcentre.com

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.

Who do we share data with?

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 in the interest of the learner. 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
Open Awards	Regulator	Registration, learner name, learner ID, DOB, gender, ethnicity, employment status, post code, units of learning, qualification and achievements
UCAS	Business partnership	Learner name, registration number, ULN/ID, DOB, unit of learning and qualification achievement details
Higher Education Institutions	Business partnership	Access to HE Diploma Achievement, learner name, DOB and UCAS ID
Turnitin	Business partnership	Learner name, class ID and email address

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 learners 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

Communication of information

By registering with us you are consenting to be contacted personally by DistanceLearningCentre.com. You will also be included on our mailing list, which means you will receive general updates about our products and services which may be of interest to you. If you do not wish to receive these updates you can unsubscribe at any time.

When you are currently studying a course or courses, our mailings will include important information about changes to courses, important deadlines and other vital information, so we would strongly recommend that you remain subscribed.

Contact from the DistanceLearningcentre.com will come from, but is not limited to: tutors, Student Services Department, Finance Department etc.

We always do our best to ensure that the information we send you is selected to be relevant to you so different mailings are sent out accordingly. As a general guide, if you are currently studying a course with us, you will receive our general updates approximately once a month. Other updates will be sent approximately every 3 months.

While you are studying a course with the DistanceLearningCentre.com we also reserve the right to update and communicate information about your studies with the organization(s) (if relevant) funding your course of study.

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 learners by email.

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
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44 Rochdale Road,
Todmorden.
West Yorkshire
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studentservices@distancelearningcentre.com

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