

# Privacy Notice

**This is the Privacy Notice for Quality Education Solutions Ltd t/a QES, issued in accordance with the General Data Protection Regulation (GDPR).**

## **1. Introduction**

This Privacy Notice tells you what to expect us to do with your personal information when you make contact with us or use one of our products. This includes what you tell us about yourself and your choices about what communication you want to receive from us. This Privacy Notice explains your privacy rights and how the law protects you.

**Your personal data is any information relating to you from which you can be identified.**

This notice sets out:

- How we will process any personal data that we collect from you and what it will be used for;
- The information that you are entitled to receive from us when we collect your personal data; and
- Your rights under the General Data Protection Regulation (GDPR) in connection with the way we handle your personal data.

When you provide data about another person, this Privacy Notice will also apply to that data, and you will need to make them aware of this. This Privacy Notice applies to any personal data which you may provide to us in person, over the telephone, by email, on our website, or by post.

You can choose not to give personal data.

**“Processing” includes any or any combination of the following: collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.**

This Privacy Notice only applies to personal data collected by QES via the organisation’s website or by any other means.

## **2. Our commitment**

We commit to:

- Using your data only to provide the services agreed upon;
- Keeping your personal data safe and only processing it on a valid legal basis;
- Keeping our records up-to-date and deleting or correcting inaccurate personal data;

- Deleting your personal data after it is no longer needed for the purpose we collected it for; and
- Not selling your personal data.

### **3. Who we are**

QES is the name that Quality Education Solutions Ltd trades as. QES are Data Processors.

You can contact our Data Protection Officer (DPO) by post at:

#### **The Data Protection Officer**

**Unit 3, Damery Works,**

**Damery Lane,**

**Woodford,**

**Gloucestershire,**

**GL13 9JR**

Or by email to [info@qes-online.com](mailto:info@qes-online.com)

### **4. Lawful basis for processing your personal data**

We are required to have a valid lawful basis in order to process personal data. We review the purposes of our processing activities and select the most appropriate lawful basis or bases for each activity. We check that processing is necessary for the relevant purpose.

The reasons we process your data are:

- When you give clear consent for us to process your personal data for a specific purpose;
- When there is a legitimate interest and the processing is necessary to it;
- When the processing is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract; and
- When the processing is necessary for us to comply with the law.

In the section below is a list of the ways we may process your personal data.

### **5. Information we collect and how we collect it**

We may collect personal data from you in the following ways:

- When you make an enquiry;
- When you contact us in person, over the telephone, by email, by post, or through social media;
- When you apply for our products or services;
- In customer surveys;
- When you use our services; or
- In payment and transaction data.

Our website and our product websites use cookies, which are small text files placed on your device by the websites you visit. We use cookies to allow the website to remember you, to store and honour your preferences and settings, and enabling you to sign in where relevant.

You can use the controls in your internet browser to control the data collected by cookies, for example by limiting how the websites you visit are able to use cookies, or to withdraw your consent by clearing or blocking cookies. You can find out more about cookies in our cookie policy.

The type of information we may ask you to provide, and therefore collect, includes but is not limited to:

- Contact details such as your name, address, contact telephone numbers, and email address;
- The nature of your enquiry;
- Contractual details about the products or services we provide to you;
- Locational data we get about where you are, such as data that may come from the location where you connect a device to the internet;
- Technical details regarding the devices and technology you use;
- Communications;
- Usage data, which is data about how you use our products and services.

We may require this information to be able to respond to your enquiry, or to provide our services and products to you. At any time, you can tell us to change or remove any personal data, or to stop or restrict the processing of your personal data. Information about this can be found in section 10 of this document, 'How to access and control your personal data'.

## **6. How we use your personal data**

We use data collected or provided by you to:

- Ensure that content from our website or products is displayed in the most effective way for you and for your computer or device;
- Respond to your enquiry;
- Notify you about changes to our products or services;
- Monitor customer service;
- Provide our products, which includes updating, securing and troubleshooting, as well as providing support. It also includes sharing data, when it is required to provide the service or carry out the transactions you request;
- Improve and develop our products;
- Comply with laws and regulations which apply to us; and
- Manage risk for us and our clients.

## **7. Sharing your personal data**

We will not sell, rent or trade your personal data.

Your personal data will not be transferred outside of the UK or the European Economic Area (the EEA).

## **8. Protecting your information**

We will seek to keep your personal data secure by taking appropriate technical and organisational measures against unauthorised or unlawful processing and against accidental loss, destruction or damage.

Only authorised personnel will have access to your personal data.

If logging on to any of our products, it is your responsibility to protect your log in details. You must treat these as confidential and must not share or disclose your log on details to any other party.

We will retain your personal data for no longer than the period of time needed for the purposes that we collected the data and for as long as we have legal grounds to retain it. The period after which your personal data will be deleted, will depend on the circumstances and the purposes for processing or storing the data, but we will take steps to keep retention under proper review.

## **9. Changes to this Privacy Notice**

Any changes we make on this Privacy Notice will be made directly on the notice. The most up-to-date version of this Privacy Notice is the one on this website.

## **10. How to access and control your personal data**

You can make choices about the collection and use of your data. You can control your personal data which we have obtained, and exercise your data protection rights, by contacting our DPO.

You have the right to:

- Be informed about the collection and use of your personal data;
- Access your personal data, including receiving a copy of your personal information as well as any other supplementary information, if applicable;
- Have your inaccurate personal data be rectified, or completed if it is incomplete;
- Have your personal data erased, this is also known as ‘the right to be forgotten’;
- Request the restriction or suppression of your personal data;
- Obtain and reuse your personal data for your own purposes; and
- Object to the processing of your personal data in certain circumstances.

In some cases, your ability to access or control your personal data will be limited, as required or permitted by applicable law.

You have the right to receive from us the personal data that you have given us, in a structured, commonly used and machine-readable format.

Requests regarding any of your individual rights should be in writing or email. Contact details can be found in section 3 of this document, ‘Who we are’, and on the Contact Us page on our website.

## **11. Your right to complain to the regulator**

Please let us know if you are unhappy with how we have processed your personal data. You can contact us by post, telephone, email, or through the form on our website.

You have the right to lodge a complaint with the Information Commissioner's Office (ICO) which is the UK supervisory authority for the processing of personal data. Details of this are available on the ICO website.

## **12. Enquiries and to exercise your rights**

If you have any questions, want more details about how we process your personal data, or if you wish to exercise any of your rights, you can contact us by post, telephone, email, or through the form on our website. You can find the information for all of these on the Contact Us page of our website.