

PRIVACY NOTICE

1. WHO WE ARE AND IMPORTANT INFORMATION

This is the Privacy Notice of Evolearn Ltd a company registered in England and Wales under company number 8160758 whose registered office is at 264 Banbury Road, Summertown, Oxford, OX2 7DY, United Kingdom and whose VAT registration number is GB 139 8251 88.

We respect your privacy and are determined to protect your personal data. The purpose of this privacy notice is to inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from). We'll also tell you about your privacy rights and how the data protection law protects you.

What is the purpose of this privacy notice?

This privacy notice aims to give you information on how we collect and process your personal data through your use of this website, including any data you may provide through this website when you sign up to our newsletter/purchase a product or service/register for a course(s) or register for an event.

This website is not intended for children and we do not knowingly collect data relating to children.

You must read this privacy notice together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

Data controller

EVOLEARN LTD is the controller and responsible for your personal data (collectively referred to as "the Company", "we", "us" or "our" in this privacy notice).

Our contact details

Address: 264 Banbury Road, Summertown, Oxford, OX2 7DY

T: +44 141 343 9778 | +44 203 882 6657 E: dataprotection@evolearn.co.uk

Third-party links outside of our control

This website may include links to third-party websites, plug-ins, and applications. 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.

2. THE PERSONAL DATA WE COLLECT ABOUT YOU

Personal data, or personal information, means any information about an individual from which that person can be identified. You can find out more about personal data from the Information Commissioners Office.

We may collect, use, store and transfer different kinds of personal data about you. The information we collect about you will depend on your relationship with us, for example if you are a customer, channel partner or someone we'd like to work with we have grouped the information together as follows:

- **Identity Data** includes first name, last name, username, title, employer, job role
- **Contact Data** includes work address, billing address, delivery address, email address, telephone numbers.

We also collect, use and share aggregated data such as statistical or demographic data for any purpose. Aggregated data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your usage data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect aggregated data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

We do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

If you fail to provide personal data

Where we need to collect your personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us, but we will notify you if this is the case at the time.

3. HOW WE COLLECT YOUR PERSONAL DATA

We use different methods to collect data from and about you.

Directly. You may give us your identity, contact data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- Contact our Directors regarding our business and services;
- Contact our Sales and Account Managers regarding our services;
- Contact our Training Operations team regarding operational matters;
- Contact our Finance team for matters like invoicing and payment;
- Provide feedback and comments about our services provided to you;
- Register for a course on our website;
- Create an account on our website;
- Subscribe to our newsletter;
- Request marketing to be sent to you;

- Register for and attend an event organised by us;
- Register for and attend a webinar organised by us;
- Attend a meeting hosted by us (in person and/or virtually);
- Apply for a job and/or make an enquiry about a job with us.

4. HOW WE USE YOUR PERSONAL DATA

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- **Performance of Contract** this means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.
- **Legitimate Interest** this means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).
- **Comply with a legal or regulatory obligation** this means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

Generally, we do not rely on consent as a legal basis for processing your personal data other than in relation to sending third party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by contacting us at dataprotection@evolearn.co.uk.

Purposes for which we will use your personal data

We have set out below, in a table format, a description of the ways we plan to use your personal data, with the legal bases we rely on to do so. Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data.

Please contact us at dataprotection@evolearn.co.uk if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new customer	(a) Identity (b) Contact	Performance of a contract with you Legitimate interest to ensure we can onboard you as a new customer accurately and efficiently.

To manage operational activities for the services we provide you	(a) Identity (b) Contact	Performance of a contract with you Legitimate interest to ensure we fulfil our service orders to you. E.g. attendee details for a training course. E.g. communicate to you about the details of the training course.
To manage your account enquiries	(a) Identity (b) Contact	Performance of a contract with you Legitimate interest to ensure any account enquiries are managed efficiently and in a timely manner for you. E.g. invoicing for the services we provide you. E.g. maintain and update your contact details.
To manage your attendance at a training session delivered by us	(a) Identity (b) Contact	Performance of a contract with you Legitimate interest to ensure we deliver our training session to you in efficient and timely manner. E.g. To ensure we communicate details about the organisation of the session with you.
To manage your course registration made on our website	(a) Identity (b) Contact	Performance of a contract with you Legitimate interest to ensure we communicate with you and taken all the steps necessary to complete your course registration with us.
To register your attendance at an event organised by us.	(a) Identity (b) Contact	Performance of a contract with you Legitimate interest to ensure we communicate with you and take all the steps necessary to complete your registration to an event organised by us. E.g. To ensure we communicate details about the event with you.
To send marketing and information to you about our services and selected Third-Parties.	(a) Identity (b) Contact	Performance of an existing contract with you and/or potential opportunity for you

		Legitimate interest. E.g. to update and promote our business or/together with those of a Third-party to existing, former and prospective customers by email, text message, telephone, and post.
To perform customer research to support and improve our understanding of our customers demographics and interests relevant to our business	(a) Identity (b) Contact	Legitimate interest. E.g. to conduct a survey, ask for your feedback on our services to enable us to improve our services to you.
Data enrichment and/or data matching by third parties to increase the effectiveness of marketing our services.	(a) Identity (b) Contact	Legitimate interest to ensure we are sending marketing information about our services to the correct contact details.
To register your application for a job with us and/or an enquiry about a job	(a) Identity (b) Contact	Legitimate interest to ensure we can communicate with you on your application and our recruitment process.
Conducting checks to identify our customers and verify their identity. Screening for financial and other sanctions and embargoes. Other processing necessary to comply with professional, legal, and regulatory obligations that apply to our business including credit checks.	(a) Identity (b) Contact	To comply with a legal or regulatory obligation.
To monitor our IT systems	(a) Identity (b) Contact	Legitimate interest to prevent fraud or criminal activity and protect our IT systems

Marketing

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising.

Marketing communications from us

We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you.

You will receive marketing communications from us if you have requested information from us or purchased goods or services from us and, in each case, you have not opted out of receiving that marketing.

Third-party marketing

We will get your express opt-in consent before we share your personal data with any company outside the Company for marketing purposes.

Opting out

You can ask us or third parties to stop sending you marketing messages at any time by following the optout links on any marketing message sent to you. Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a product/service purchase, product or service experience or other transactions.

Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us at dataprotection@evolearn.co.uk.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so. Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

5. WHO WE SHARE YOUR PERSONAL DATA WITH

We may have to share your personal data with the parties set out below for the purposes set out in the table in paragraph 4 above.

External Third Parties Service: We may pass personal data to suppliers, service providers, subcontractors, agents, distributors, vendors and other partners, located worldwide. For example;

- providers based in the United Kingdom and/or outside the United Kingdom who provide IT and system administration services.

- professional advisers including consultants, lawyers, bankers, auditors and insurers based in the United Kingdom and/or outside the United Kingdom who provide consultancy, banking, legal, insurance and accounting services.
- providers based in the United Kingdom and/or outside the United Kingdom who provide online marketing, social media and direct marketing administration services.
- HM Revenue & Customs, regulators and other authorities based in the United Kingdom and/or outside the United Kingdom who require reporting of processing activities in certain circumstances.

Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

6. INTERNATIONAL TRANSFERS

A third country is defined as a country other than the EU member states and the three additional EEA countries (Norway, Iceland, and Liechtenstein). These countries have adopted a national law implementing the General Data Protection Regulation (GDPR) providing consistent protection of your data.

Whenever we transfer your personal data out of the EEA, we ensure a similar degree of protection is afforded to it. In most cases the transfer of information is limited to basic contact information such as name, employer, phone number and email address.

7. DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your 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 breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

8. DATA RETENTION

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and

whether we can achieve those purposes through other means, and the applicable legal requirements.

By law we have to keep basic information about our customers (including contact, identity, financial and transaction data) for a minimum of six years after they cease being customers for tax purposes.

In some circumstances you can ask us to delete your data: see Your legal rights below for further information.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

9. YOUR LEGAL RIGHTS

Unless subject to an exemption under the data protection laws, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary to retain such data;
- The right to withdraw your consent to the processing at any time, where consent was the lawful basis for processing your data;
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), where applicable i.e. where our processing is based on consent or is necessary for the performance of our contract with you or where we process your data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to our processing of personal data, where applicable i.e. where processing is based on our legitimate interests (or in performance of a task in the public interest/exercise of official authority); direct marketing or processing for the purposes of scientific/historical research and statistics).

If you wish to exercise any of the rights set out above, please contact us at dataprotection@evolearn.co.uk.

No fee required – with some exceptions

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable admin fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

10. CHANGES TO THIS NOTICE AND YOUR DUTY TO INFORM US OF CHANGES

This version was last updated on May 2024. We reserve the right to amend or vary this policy at any time and the revised policy will apply from the date posted on the site. You accept that by doing this, we have provided you with sufficient notice of the amendment or variation.

Please keep us informed if your personal data changes during your relationship with us. It is important that the personal data we hold about you is accurate and current.

11. QUERIES, REQUESTS OR CONCERNS

This is the website of EvoLearn Limited a company registered in England and Wales under company number 8160758 whose registered office is at 264 Banbury Road, Summertown, Oxford, OX2 7DY, United Kingdom and whose VAT registration number is GB 139 8251 88.

To exercise all relevant rights, queries or complaints in relation to this policy or any other data protection matter between you and us, please in the first instance contact at dataprotection@evolearn.co.uk.

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the Information Commissioners Office on 0303 123 1113 or online <https://ico.org.uk/make-a-complaint/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England, UK.