



Privacy Policy

As part of our legitimate business interests and to fulfil our legal obligations, Etherton Education Ltd. processes personal data in accordance with the General Data Protection Regulations 2018, UK-GDPR, and the Data Protection Act 1998.

This policy explains when and why we collect personal information about people, how we use it, how we keep it secure and when we may disclose it to others. This policy does not apply to third-party websites, products, or services even if they link to our operations and you should also consider the privacy policy and practices of those third-parties.

Any questions regarding this policy and our practices should be sent by e-mail to info@ethertoneducation.com or by writing to Etherton Education Ltd., Marlands, Sampford Arundel, Wellington, Somerset TA21 9QU UK.

Data we collect

The collection and use of data from a variety of sources is essential to our ability to provide our products and services and is critical in assisting us to ensure personal health, safety and wellbeing, reduce the risk of money-laundering and other illegal activity as well as enabling us to develop and improve our products and services. We are also obliged to provide some data to official regulatory bodies and government departments.

The personal information we collect might include name, address, telephone number, and e-mail address. We may also request a copy of passport and visa (if applicable), bank account information, nationality, date of birth and information about education, health, and welfare. For staff, we may also require references from previous employers, details of DBS checks, National Insurance Number, and copies of qualifications.

Data collection methods

We gather data through a variety of methods which may include contact through our website, telephone, e-mails, letters, and by the submission of various forms which are part of our registration and administration processes.

Our website uses "cookies" to collect statistical information about your browsing actions which do not identify you as an individual. We use the statistical information to improve our website and develop the products and services we offer. It is possible to switch off "cookies" by adjusting your browser preferences.

How we use data

There are many ways that personal data is used within our operations which may include, but not limited to:

- To evaluate and/or register an application for our products and services.
- To assist us with the provision of our products and services.
- To verify identity.
- Administration relating to staff recruitment, employment, and payroll.
- To respond to enquiries and to provide customer support.
- To process or communicate regarding a payment and provide related service.
- To improve or modify our services and develop new products.
- To monitor for fraud and other illegal activity.
- For audit, and regulatory compliance purposes.
- To conduct analysis of our business which enables us to operate, protect, report on and develop our business.
- To contact agents/parents and/or alumni to learn of the progress of former students and to keep them updated about the activities of Etherton Education Ltd.

Please note that Etherton Education Ltd. does not use any form of automated decision making.

Privacy Policy – continued

Disclosure of personal data

Etherton Education Ltd. does not rent or sell personal data.

We may share data with third parties who help us provide the services and products we offer, for health and welfare reasons, or to carry out our regulatory obligations. Examples of such instances might include:

- Liaison with schools and agencies in respect of school sponsorship responsibilities, visas, biometric residence permits and school reports.
- Liaison with banks, insurers, and our payment partners.
- Liaison with marketing agents for our products and services.
- Liaison with medical practitioners in relation to the health and welfare of students and staff.
- For health and safety, employment purposes, legal purposes, regulatory agencies, public and government authorities, and law enforcement.

Security

We operate organisational, physical, technical and managerial measures to protect personal data. However, you should be aware that data transmitted over the internet can never be 100% secure and therefore we cannot guarantee the security of any information you may transmit to us. Once we receive your information by internet, telephone, letter, or other means, we make our best efforts to ensure its security on our systems and in use.

Access and update your Information

The accuracy of your information is very important to us. If you change any of your personal information (such as address, e-mail, telephone etc) please e-mail us at info@ethertoneducation.com or write to us at Etherton Education Ltd., Marlands, Sampford Arundel, Wellington, Somerset TA21 9QU UK.

You have a right to request a copy of the information about you held by Etherton Education Ltd. We may need to verify your identity before implementing your request. We will try to comply with your request as soon as practicable.

Retention period

Personal data will be kept for the period necessary to fulfil the purposes indicated above unless a longer retention period is required or allowed by law. Please be aware that we are required under various legal and regulatory requirements to retain data that you may have provided to us to ensure that transactions can be traced, settled, or refunded, and for the purposes of complying with laws and rules that apply to us and our payment partners to help identify fraud and money-laundering. Accordingly, we will retain certain data to meet our obligations and there may be other residual data that will not be removed from our databases and operational records.

Data erasure

You may request for your personal data to be erased or cease to be processed at any time by e-mailing info@ethertoneducation.com or writing to Etherton Education Ltd., Marlands, Sampford Arundel, Wellington, Somerset TA21 9QU UK. You will be asked to verify your identity and your request will be considered as soon as practicable. Please note that to comply with our obligations under a variety of laws and regulations, some data may not be erased from our databases.

Complaints

Should you have any complaints about our use of your data, please contact us by email to info@ethertoneducation.com, or by writing to Etherton Education Ltd., Marlands, Sampford Arundel, Wellington, Somerset TA21 9QU UK. Alternatively, you have a right to contact the Information Commissioners Office at www.ico.org.uk.

This policy was reviewed on 31 January 2023 by Peter Etherton, Director. Next review due January 2024