

Service Privacy Notice

Introduction

Welcome to the privacy notice of Learnium Limited ("Learnium", "we", "us", "our").

We respect your privacy and are committed to protecting your personal data. This privacy notice will inform you as to how we look after your personal data when you visit our website, (regardless of where you visit it from) or use any of our services or products and will tell you about your privacy rights and how the law protects you.

1. Important information and who we are

Controller

Unless otherwise stated below or in any other documentation provided from time to time, Learnium Limited is the controller for the purposes of data protection laws and is responsible for your personal data.

We have appointed a data protection lead who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact our data protection lead using the details set out below.

Contact details

Our full details are:

Full name: Learnium Limited

Email address: legal@learnium.com

Postal address: Alacrity House, Kingsway, Newport, NP20 1HG

You have the right to make a complaint at any time to the Information Commissioner's Office ("ICO"), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance.

Please note that where you are a member, associate, employee or agent of any of our customers to whom we have agreed to provide services (our "Customer") and have been authorised by our Customer to use such services (an "Authorised User"), our Customer may be the controller of certain of your personal data that is provided or made available to us and we may be the processor for the purposes of data protection laws. This means that we will only be processing such personal data on behalf of our Customer and in accordance with their instructions. In such circumstances, you should read the privacy notice of our Customer to find out how they process your personal data.

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 our website or any of our services or products, including any data you may provide or create when using our website or any of our services or products.

Our website and services are not intended for children and we do not knowingly collect data relating to anyone under the age of 16.

It is important that you read this privacy notice, together with any other privacy notice or fair processing 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 other notices and privacy policies we may send, provide or make available to you and is not intended to override them.

Changes to the privacy notice and your duty to inform us of changes

We keep our privacy notice under regular review. This version was last updated in August 2020. It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Third-party links and services

Our website and services may include links to, or otherwise allow you to access and use, third-party websites, products, services, plug-ins and applications. Clicking on those links or enabling or requesting those connections or services 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 or services, we encourage you to read the privacy notice of every website or service you visit.

2. The data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

- **Identity Data** includes first name, last name, username, password, title, gender and your employer.
- **Contact Data** includes email address and telephone numbers.
- **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our website or services.
- **Profile Data** includes your area of study, membership of groups, interests, preferences, and feedback.

- **Usage Data** includes information about how you use our website and services including information on support enquiries.
- **Content Data** includes data provided through use of our website or services including posts, comments, and shared files.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.

We may 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. 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 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 access to our services or provide you with a service or information via our website or services). In this case, we may not be able to provide the information or service in question.

3. How your personal data is collected

We use different methods to collect data from and about you including through:

- **Direct interactions.** You may give us your Identity, Contact, Content and other data through your use of our website and/or services. This includes personal data you provide when you:
 - create an account;
 - post comments and interact with other users;
 - share files or links;
 - give feedback; or
 - request marketing to be sent to you.
- **Automated technologies or interactions.** As you interact with our website and services, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We may also collect data about the functionality being used and the users you interact with. We collect this personal data by using cookies, server logs and other similar technologies. We use cookies to improve the user experience, and to gather general statistics about users of our website and services. Among other things, cookies allow you to log on to our services. We use both first party cookies – these are set by Learnium and can only be read by Learnium’s

systems; as well as third party cookies – these are by one of our approved third parties to monitor the service and improve the user experience.

- **Third parties or publicly available sources.** Where you are an Authorised User, we may receive Identity and Contact Data about you from our Customer who has authorised you to access and use our services.

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:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.

Generally, we do not rely on consent as a legal basis for processing your personal data.

Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we may use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

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 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 user	(a) Identity (b) Contact	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to assist us in the delivery of our service to you or a Customer)
To provide you with information including timetable information and links to articles or posts which may be of interest to you	(a) Identity (b) Contact (c) Profile (d) Usage	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to assist us in the delivery of educational services to you or a Customer)
To provide customer support	(a) Identity (b) Contact (c) Profile (d) Content	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to assist us in the delivery of our service to you or a Customer)
To manage our relationship with you which will include: (a) Notifying you about changes to our terms or privacy notice (b) Asking you to provide us with feedback (c) Managing your account (d) Tracking your interest in our services as a lead or prospect	(a) Identity (b) Contact (c) Profile (d) Content (e) Marketing and Communications	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to help us improve our services, to assist us in the delivery of our service to you or a Customer and to market and sell our services to prospective clients)
To maintain, improve and update our website and services and to develop additional features and	a) Identity (b) Contact	(a) Necessary for our legitimate interests (to assist us in the delivery of our services to you or a Customer)

functionality.	(c) Profile (d) Content	
To administer and protect our business, our website and our services (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) Identity (b) Contact (c) Technical	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) (b) Necessary to comply with a legal obligation
To use data analytics to improve our website, products/services, and customer relationships and experiences	(a) Technical (b) Usage	Necessary for our legitimate interests (to assist us in the delivery of our products/services and to ensure that our website and services are appropriate and relevant to users)
To make suggestions and recommendations to you about services that may be of interest to you	(a) Identity (b) Contact (c) Technical (d) Usage (e) Profile (f) Marketing and Communications	Necessary for our legitimate interests (to develop our products/services and grow our business) Opt-in consent

Marketing

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

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 may receive marketing communications from us if you have requested information from us or purchased services from us and you have not opted out of receiving that marketing.

We will get your express opt-in consent before we share your personal data with any third party for marketing purposes.

You can ask us or any third parties as referenced above to stop sending you marketing messages at any time by contacting us at any time.

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a service purchase, 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 our website and services 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 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. Disclosures and sharing of your personal data

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.

- Other Authorised Users that are using our service, in accordance with your preferences and the communities you participate in.
- Our Customer who has authorised you as an Authorised User to access and use our services.
- Third Party Providers, like cloud computing providers. Additional information can be found in the [Learnium Third Party list](#), which may be made available upon request.
- To comply with regulations or other applicable laws and legitimate legal requests from law enforcing agencies.

- 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

Our website and services may be hosted on servers provided by third parties who are based outside the UK so their processing of your personal data will involve a transfer of data outside the UK.

Whenever we transfer your personal data out of the UK, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the UK Government.
- Where we use certain service providers, we may use specific contracts approved by the UK Government which give personal data the same protection it has in the UK.

Please contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the UK.

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**

How long we will use your personal data for

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.

Unless satisfying legal requirements, the retention period for personal data is not longer than the length of the contract plus 6 years. We may delete free accounts and associated personal data which have been inactive for over 2 years.

9. **Your legal rights**

Under certain circumstances, you have rights under data protection laws in relation to your personal data. You have the right to:

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms.

You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

If you wish to exercise any of the rights set out above, please contact us

No fee usually required

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 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.