

# Privacy Notice

## Introduction

SR Education ("SR Education", "we", "our" or "us") are committed to ensuring that your privacy is protected. Any time we collect or process your data, we'll do so legally. That means that we will only process data with your explicit permission and/or for necessary marketing and sales communication.

This Privacy Notice summarises the Privacy Policy and will explain, in some detail:

- [Who collects the data](#)
- [What data we collect](#)
- [How we collect data](#)
- [Why we collect data](#)
- [How we use the data](#)
- [Your data rights](#)
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While you're on our site, we'll collect and store information about you in accordance with this policy. If you don't agree with this, please visit our cookie policy for information about how to turn tracking off, or, exit the site entirely – we won't take it personally.

We are a national company, so when you provide us personal data, that data may be used, processed, or stored within the UK and in accordance with this policy.

This Privacy Policy (which we'll refer to as "Policy" going forward), describes practices with regards to our marketing websites ("website" going forward), e-mails, affiliates, virtual and in-person events, offline sales, and additional marketing and sales activities.

## Who collects the data

All data is collected on behalf of D Mantle Ltd (t/a SR Education) Cromwell Court, Kneeton Road, Nottingham NG13 8LP. We can be contacted by email: [data@sreducation.co.uk](mailto:data@sreducation.co.uk) or via phone at 0194920976.

Our DPO, Garry Bradbury can be contacted via email [data@sreducation.co.uk](mailto:data@sreducation.co.uk), or by phone at 0194920976.

## What data we collect

We will never collect data about you without clearly stating what information we are requesting and what we will use it for. When we do collect data about you, it may include:

- Your first and last name, e-mail address, phone number
- Company information including name, physical address, size

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- Geographical location, IP address, including country
- Data from marketing opt-in lists, campaigns, surveys, or publicly available information

### How we collect data

Through your interaction with us or use of this website, we may collect the following personal information that identifies you as an individual:

- Information you provide through form submissions on our websites. This includes when you contact us, subscribe to our marketing communications, download collateral, register or attend an event or partner event, and purchase products or services.
- Information you provide when applying for a job.
- Information that you submit to us or our employees when you want to engage in business or potential business with us.
- Information you provide us through our website, in-personal conversations or events.
- Information from surveys, reviews, or inquiries that you voluntarily take part in.
- Information you submit to us via social media channels.

We don't intentionally solicit, collect or process data for anybody under the age of 18. If it happens by accident, we delete it immediately.

### Why we collect data

SR Education collects and processes a broad range of personal data about you in order to deliver our services to you, manage our operations effectively and meet certain legal requirements.

The purposes for which we process your personal data and the legal basis for that are primarily legitimate interest and consent based, we set out in [Table 1](#) of this Notice the other purposes for which we will process your personal data, together with the legal basis for doing so.

We use your personal information to deal with your queries, to provide you with the services you request, to determine whether you are eligible for government funding (if available), customer feedback and for general statistics and research.

In those cases where we use legitimate interest as lawful basis for our data processing, we will always balance our interest with your right to data privacy.

The information that we collect and store relating to you is primarily used to enable us to provide our Services to you. In addition, we may use the information for the following purposes:

- To provide you with information you request from us.
- To administer the account you create or use on our Websites;
- To respond to your correspondence, so that we can reply to your enquiries and requests in an efficient and effective manner;
- To provide information on other SR Education products and Services which we feel may be of interest to you, in accordance with your communications preferences;
- To meet our contractual commitments to you;
- To act on your behalf where third party funding is available and appropriate;

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- To notify you about any changes to the Websites or our Services, such as improvements or changes that may affect either;
- Where your telephone conversations with us have been recorded, these recordings will be retained for a maximum of 30 days and will only be used for training and quality purposes and/or to prevent or detect crime; and
- As necessary to prevent or detect crime.
- If you do not want us to use your data for any marketing purposes you will have the opportunity to withhold your consent to this when you provide your details to us.
- to carry out administration;
- to improve the quality of services;
- to support your application for government funding;
- to obtain customer feedback;
- for general statistics and research;
- for obtaining any relevant professional advice;
- as may be required by law or in connection with legal proceedings (including where we intend to take legal proceedings), or as may be necessary to establish, exercise or defend our legal rights.

### How we use the data

We only collect or process your data where we are performing a contract; when we have consent; or when we have a legitimate interest.

Your consent must be clear, unambiguous and freely given. When we request information, we have to tell you what we'd like to know and why. Legitimate interests are uses that are necessary to provide a product or service, or those that could be reasonably expected by the person whose information is being collected.

If no activity, interest, intent or need can be identified within a 2-year period, we delete your data. Please note that third-party sites may retain it. The only time we will retain your personal information for longer than is outlined in this Policy is when it is required by law.

The chart below explains how we use the data collected through each of our channels, the purpose and the legal basis we have for doing so.

<b>Table 1</b> Data protection notice to students	Specific Purposes	Legal basis
1.	Management of enquiries and communication of information about our services, events and activities	Consent to receive such communications

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2.	Correspondence with prospect learners regarding the next steps in the application and enrolment processes	Necessary for the purpose of entering into a contract of study with learners
3.	Processing of applications for study and enrolment as a student	Necessary for the performance of a task in the public interest, namely the provision of education
4.	Administration of induction, registration of students on courses and transfers to new courses	Necessary for the performance of a task in the public interest, namely the provision of education
5.	Evaluation of assessments and other course work	Necessary for the performance of a task in the public interest, namely the provision of education
6.	Processing of safeguarding concerns to ensure the safety and wellbeing of our students	Legitimate purpose of ensuring the safety and wellbeing of our students
7.	Administration of external and internal student surveys	Consent from students who complete the surveys
8.	Administration of complaints, investigations and disciplinary proceedings concerning student misconduct	Necessary for performance of task in the public interest, namely education provision
9.	For research and statistical analysis into Learner Analytics	Legitimate purpose of analysing student data to help make informed decisions which can lead to improved student satisfaction, retention and attainment

### Your data rights

When it comes to your personal data, you have rights:

- You have the right to know whether we have your information.
- You have the right to access any information we have about you.
- You have the right to correct or update your information.
- You have the right to unsubscribe from our marketing materials, whenever you choose.

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- You have the right to tell us not to process your data for marketing.
- You have the right to withdraw consent to use your information. (This withdrawal does not retroactively affect the lawfulness of any processing, nor does it affect processing that does not rely on consent.)
- You have the right to talk about your personal data with our Data Protection Officer.
- You have the right to lodge a complaint if you think we've mishandled your data.
- You have the right to make us delete any information you've consented to share.

In some cases these rights are subject to certain conditions and limitations. If you would like to learn more about these rights please contact our Data Protection Officer.

If you want to exercise any of these rights, you have a number of different ways to do so. You can contact us:

- by telephone on 0194920976
  - Monday to Friday 9am to 5pm.
- by email at [data@sreducation.co.uk](mailto:data@sreducation.co.uk)
- by post at:  
Data Enquiry, SR Education, Cromwell Court, Kneeton Road, East Bridgford,  
Nottinghamshire, NG13 8LP

All requests will be processed within one month.

### Changes to the Privacy Notice

We may change this Privacy Notice from time to time by updating this document.

You should check this page from time to time to ensure that you are happy with any changes.

If material changes are made to this Privacy Notice, we will notify you by placing a prominent notice on the Website or by contacting you to let you know via the contact details you have provided us with.