



Privacy Policy - General

1. Introduction

This policy explains how and why we use your personal data to ensure you remain informed and in control of your information.

Please Note - this policy is in reference to all data subjects - except those who are current or previous Learners or Assessors (or have involvement in any current or previous contract with NVQ Academy) - and general users interacting with our website or social media sites.

Please see Privacy Policy - Candidates/Learners and Assessors etc. for more details regarding other data subjects and situations.

2. About us

For the purposes of data protection law NVQ Academy will be the controller of your personal data held by us.

NVQ Academy is registered with ICO (the Information Commissioner's Office) under registration number Z597723X

NVQ Academy is based at 160 Station Road, Marston Moreteyne, Bedford MK43 0PJ. Our designated Data Protection Officer is Nicola Ryan-Raine.

3. What information do we collect?

We collect data you give to us when you contact us through our website, mobile site, via social media or Email.

Our legal basis for collection of data is Legitimate Interest. You may be an existing client, have contacted us in the past or have been a part of a previous mailing campaign.

Data collected may include: personal details (name, contact email, requirements etc.)

4. How do we use personal information?

We will use the details we hold or you provide to us to keep you informed of any updates and products that we feel maybe of interest to you or your business.

We will only use your information for the purpose or purposes it was collected for.

We use personal data for administrative purposes - this includes:

- Maintaining databases of contacts
- Recording your choices and preferences regarding communications with us
- Communicating news and updates



5. Disclosing and sharing data

We will never sell or share your personal data.

6. Collection and Storage of Personal Data

Electronic data and databases are stored on secure NVQ Academy computer systems.

We also use several third parties to collect data through forms that are accessed through a direct link, our website or our social media pages.

We use Zoho Forms to securely collect, manage, and process user inquiries submitted through our website contact sections. By submitting an enquiry form, you acknowledge that the information you provide will be transferred to our data processor, Zoho, for processing in accordance with their standard security frameworks. You can review the complete details regarding data storage, security encryption protocols, and user rights management directly within the official [Zoho Privacy Policy](#)

We also have a presence on normal social media platforms. Please be aware that each of the platforms have their own privacy policies that you may need to review if you have any concerns.

We will only use and store information for as long as it is required for the purposes it was collected for.

7. Your rights over your data

You have the right:

- to ask and be told whether or not we have your personal data and - if we do - to obtain a copy of the personal data we hold (this is known as a subject access request)
- to have your data deleted
- to have incorrect data amended
- to object to your data being used for marketing purposes

All direct mailing campaigns will include a straight forward opt-out preference.

Please note that there are exceptions to the rights above and though we will always try to respond to your requests - there may be situations where we are unable to do so. An example would be - if you have been part of a contract with us for services. Please see Privacy Notice - Candidates/Learners and Assessors etc for more information.

For further information on your rights please write to or email our Data Protection Officer at 160 Station Road, Marston Moreteyne, Bedford MK43 0PJ nicola@nvqacademy.com

8. Complaints

You can complain to NVQ Academy directly by contacting our data protection officer using the details set out above. If you are not happy with our response - or you believe that your data protection or privacy rights have been infringed - you can complain to the UK Information Commissioner's Office - see www.ico.org.uk for more details.